

## UNIVERSITY OF LIVERPOOL LIBRARIES, MUSEUMS & GALLERIES

Libraries Customer Services Management Team



### At a glance

#### Features

- Individual DISC psychometric profile and 1:1 feedback
- 3 half-day workshops delivered on-site
- On-going client check-ins & support
- Follow-up evaluation & feedback report

#### Benefits

- Improved strategic stretch of the team
- Strengthened confidence in leadership
- Increased team cohesion - working together
- Mutual respect & wider perspective



"Lizz designed and delivered a series of coaching sessions and workshops to help develop the strategic effectiveness of my team. Since working with Lizz, I have noticed increased confidence and engagement from several team members. The sessions gave us a shared reference point to reflect on in one to ones and team meetings, and there has been a noticeable difference in terms of improved communication and willingness to share ideas and challenge the status quo.

I would thoroughly recommend Lizz to anyone looking for an experienced coach and facilitator to improve team dynamics and engagement."

**Alex Widdeson**

Associate Director, Engagement and Innovation

### Objectives

This initiative was designed to support a management team needing some team development and strategic orientation. They were functioning efficiently and had endured several changes of senior staff, however there was a sense that they could engage more cohesively and work more collaboratively. They also needed support to collectively "step-up" and take a more strategic approach in the way they ran their areas of operation.

### Our intervention

We worked with this team both individually and collectively to help them consider their own skills and behaviours, as well as the ways in which they work, engage and cooperate with one another. Each team member undertook a psychometric assessment followed by a coaching-feedback session to explore their behavioural styles and leadership mindset.

As a group, we then undertook a series of 3 workshops to explore their collective traits and behaviours; the impact of their individual leadership styles; how to develop their "strategic-stretch"; and the value and effectiveness of working as a united peer group. Attendees reported that they now have a clearer understanding of working at a more strategic level; they have learned more about leadership behaviours and have bonded as a peer group following this programme.

### Impacts

#### Impact One

Create a clear understanding of Strategic Leadership and what this means in their individual and collective roles.

#### Impact Two

Provide a framework to develop specific aspects of strategic thinking, and develop the skills and attributes required for working at a more strategic level.

#### Impact Three

Develop a wider understanding of the impact of behaviours in a leadership context.

#### Impact Four

Demonstrably improve communications & reinforce a collegiate approach within the peer group.