



# Below the Line

Elite-level performance coaching

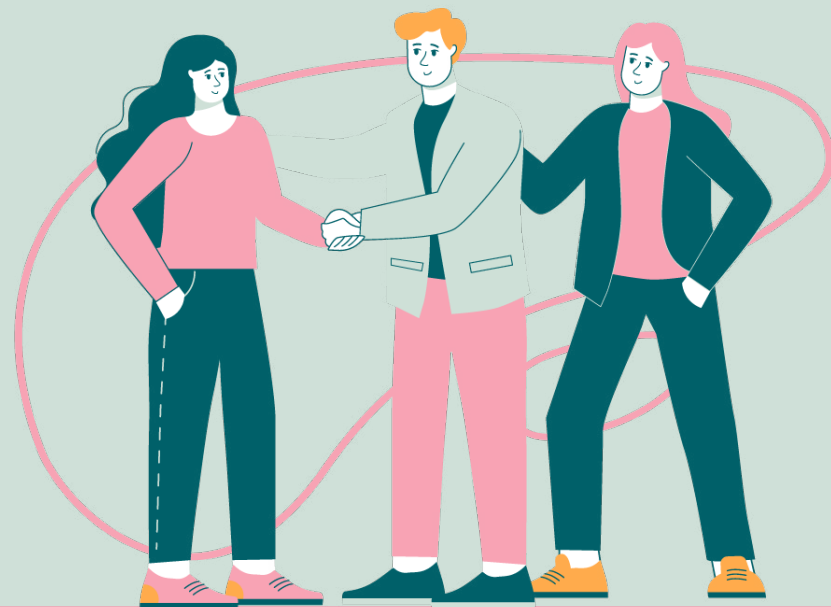
## High Performance Team Development

Sample Case Study for an organisation

Client: A senior team in a large  
financial institution

## The programme began with an initial half day session, focused on embedding high performance culture.

This combined platforming key concepts and an experiential element, which allowed participants to explore their own performance and their perspectives on the factors impacting team performance. The engagement grew into a multiyear programme that involved a number of key phases.



## Phase 1

Meeting the team members 1 to 1 to get to know them, establish trust and rapport and understand the key issues, challenges and opportunities currently being experienced in the team.

## Phase 2

Design and Delivery of a Team Development Programme to embed high performance culture built on three key characteristics:

- **Call Out:**  
The ability for team members to be able to “call out” performance, behaviours or communication that is not in line with the agreed standards set by the team in a safe and respectful way for the purposes of improving team performance and outcomes.
- **Acknowledgment:**  
The ability for team members to recognise, thank and express gratitude for high performance, great work and results.
- **Change:**  
The ability for a team to be agile and adaptable as and when the need for change was required.





## Programme Objectives

- Getting the team to focus on the team and nothing else
- Connecting the individuals in the team in a way that they had not before
- Allowing the members of the team to experience each other in a way that created greater levels of understanding, human connection and trust
- Breaking down interpersonal barriers to enabling higher performance
- Laughter, energy and having fun

## Programme Schedule

4 x 1-day offsite sessions over a 12- month period typically involving:

- A one day kick off session focused on connecting, building trust, clearing the air
- A one-day outdoor activity-based event - highlighting teamwork and fun, energy and connection
- A Leadership Masterclass – Bringing in an external contributor to motivate and inspire the team
- A Session focused on celebrating success, planning and looking forward to the next evolution of the team, upcoming challenges, targets and ambitions







## Programme Outcomes

- Greater levels of trust, connection and accountability across the team.
- Improved performance, greater willingness to collaborate, share resources across the team and wider department.
- The team taking on the support of a local children's charity as part of its commitment to connecting and collaborating as a unit.
- Collective buy in from the team on the importance of ongoing and regular connection beyond day to day work related issues to continually evolve and improve team culture, performance and outcomes.

## What Happened Next

- Ongoing engagement and relationship with the team where Below the Line works in collaboration with the team to create an annual customised programme of sessions and engagement designed to keep the team leaning into evolving its high-performance culture and to deal with challenges and issues as they arise in the business.
- During the Covid 19 pandemic the programme evolved into a series of monthly 90-minute connection sessions for the team.



# Below the Line

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**Develop your people to reach  
their full potential and bring their  
performance to new heights.**

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