

Case Study

Building Winning Teams

Leading
Change



Building Global Cohesion: Supporting World Vision's plan to transform its impact on the world's most vulnerable people using The Five Behaviors®.

Synopsis

As an Authorised Partner for The Five Behaviors®, we've helped organisations build stronger, more effective teams.

One of our most impactful recent collaborations was with World Vision, a global Christian humanitarian organisation operating in over 100 countries, with 33,000 employees and a mission to reach 300 million people by 2030.

In a dynamic and uncertain environment for humanitarian operations, this tailored approach was intended to help World Vision foster trust, navigate conflict constructively, and align around shared goals, empowering their teams to deliver on their mission with renewed cohesion.

Leading Change partnered with the in-house Learning and Development Team to develop and test a bespoke team development programme, then prepared a cohort of facilitators to deliver it.

Key Issues

- > In the current climate, funds need to be carefully managed, and World Vision's challenge was to increase productivity and performance across its multiple teams supporting humanitarian work.
- > World Vision reported highly motivated teams passionate about delivering their programmes to the most vulnerable people. However, they noted a need to help teams foster trust, navigate conflict constructively, and align around shared goals, empowering them to deliver their mission with renewed cohesion and focus.
- > The approach needed to be adaptable, as teams in varied contexts face very different challenges, and suitable across multiple countries and cultures. The solution was also required to meet significant differences between the diverse teams involved in World Vision's multi-faceted organisation. They span fundraising, emergency response, advocacy, financial inclusion solutions, and back-office functions, providing finance, HR, and governance.
- > Finally, the high-performing team development solution needed adaptation to integrate with Insights Discovery®, which World Vision has already adopted for personal development.



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Building Winning Teams

Building Global Cohesion at World Vision

The Solution

We partnered with World Vision to:

- > Adapt The Five Behaviors® programme to suit their unique culture and global footprint, writing a new facilitation guide for the adapted programme.
- > Develop and test a fully virtual approach using simple digital technology.
- > Test the solution with a stakeholder group and incorporate feedback.
- > Develop a novel integration of Insights Discovery with The Five Behaviors®, enhancing self-awareness and team dynamics.
- > Deliver a bespoke Train-the-Trainer programme to L&D professionals from across the global, enabling them to implement the team development solution across World Vision's global organisation.

The Results

The team development solution was successfully piloted with two teams, and an implementation plan has been developed to launch the programme across the organisation.

Programme implementation will be led by a cohort of twelve in-house facilitators who attended a hybrid Train-the-Trainer development programme run by Leading Change.

The TTT combined 20 hours of learning including self-paced modules with three online workshops, including practical

facilitation experience with feedback and a workshop planning project. World Vision has formed a community of practice to monitor quality and support facilitator and solution development based on experience.

We have just got some great results back from the course evaluation, including a Net Promoter Score.

Average score across programme content, facilitation and Knowledge & Confidence was 4.4/5, and the NPS score was 58.3 (67% Promoters).

Client Impact

"Working with Leading Change has been so rewarding. They've been generous with their time and effort, bringing valuable knowledge and experience while really listening to our unique needs. While Mark cheerfully shouldered the bulk of the effort, we always felt included as he swiftly took on board our ideas and feedback. His ability to quickly understand our context and purpose was truly remarkable. And now, we are the excited recipients of a

fabulous set of materials and resources, with every detail needed for virtual training and delivery. We feel equipped and empowered and believe this programme will be transformative for our organisation, strengthening our teams' ability to deliver life in all its fullness to the world's most vulnerable children."

Leanne Long, Senior Advisor People & Organisational Capability



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