

Meta Team

Insight to Impact

Transforming Team Performance Globally

Case Study | Global Telecoms HR Leadership Team

Key Challenges

A highly professional and expert group of senior HR professionals who were aware that they were not working together as a team, without a sense of any co dependencies and lacking support of each other's development ambitions or needs. This resulted in a lack of synergistic value that could be derived if they were a truly effective team.

Challenging market environment

Operating in a fast-paced and competitive commercial landscape added external pressure, making it even harder for the team to focus on internal development and long-term strategies.

Action-biased leadership without HR focus

The non-HR team leader's strong bias towards action over reflection was holding back team alignment and development. This leadership style focused on immediate results over long-term team growth and effectiveness.

Lack of clear interdependencies and team cohesion:

Poorly defined interdependencies was hindering collaboration and created silos. Coupled with unstable team membership and no established "teamship" practices, new members struggle to integrate, impacting overall cohesion and performance.

Limited bandwidth for team development:

The team struggled to balance fast-paced delivery with dedicating time to develop effective teaming behaviours. There was minimal opportunity to reflect collectively and implement sustainable improvements, leading to inconsistent outcomes.



APPROACH

01

Team Performance Profiling

Meta Team's diagnostic was used to provide a comprehensive baseline of the team dynamics and micro-behaviours.

02

Tailored hybrid workouts

Delivered a blend of virtual and in-person workshops focused on building Trust and Adapting, ensuring sessions addressed real-world challenges directly impacting the team.

03

Safe space for honest feedback

Conducted Trust-focused sessions without the team leader present, fostering open dialogue and candid feedback among team members.

04

Impact Analysis

Implemented a longitudinal follow-up diagnostic months after the initial sessions to measure behavioural shifts and progress, resonating particularly with data-driven team members.

OUTCOMES

01

Significant behavioural improvements

Team behaviours improved by approximately **10%**, with notable gains in Trust and Adapting positively influencing Taking Action and Resilience.

02

Enhanced collaboration & communication

The team engaged in more meaningful conversations, fostering a collaborative environment where ideas were tested internally before being presented externally.

03

Positive team experience

Team members found the development journey enjoyable and engaging, reporting stronger cohesion and a deeper sense of teamship.

04

Sustainable & value-driven impact

The integrated diagnostic and development approach was seen as value for money, providing sustainable change, insightful data, and a scientific foundation for ongoing team growth.

Team Performance Profiler scores



Percentage Improvement

