THE METHOD

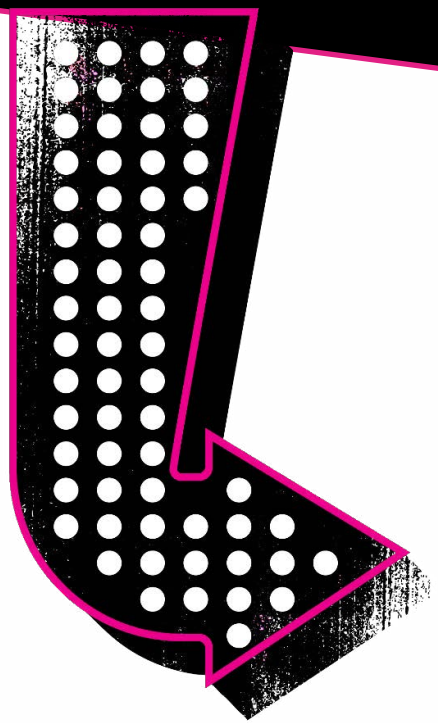
CASE STUDY: RESILIENCE & DIFFICULT CONVERSATIONS PERFORMANCE

CLIENT / CONTEXT

New Day a fast-growing UK finance business. Seventy Team Leaders, Account Managers and employees with mixed levels of experience.

THE CHALLENGE

In a fast, pressured environment, employees regularly needed to handle difficult conversations with customers and colleagues. A needs analysis found that many avoided these situations because they found them stressful and upsetting and lacked a confident, repeatable process for pushing back and delivering difficult messages constructively.



THE SOLUTION

THE METHOD created a Performance Programme giving participants the confidence, behaviours and practical process to stay calm, prepare effectively for difficult conversations and work towards positive outcomes.

PERFORMANCE PROGRAMME

THE TOOLKIT: THE RESILIENT HERO

- One 180-minute TOOLKIT developed participants' ability to handle pressure and deal constructively with adversity, helping them remain calm and focused on achieving positive outcomes in challenging conversations.

THE STUDIO: REHEARSAL LAB

- One 180-minute experience used professional actors to recreate challenging business scenarios.

Participants practised their new behaviours in realistic difficult conversations and received individual and group coaching and feedback to consolidate their performance.

BUSINESS RESULTS

Supported more effective handling of difficult workplace conversations

The programme supported the organisation's goal of equipping employees to approach difficult conversations with greater confidence and a clear process for preparing, managing pressure and working towards more effective resolutions. It also contributed to the ongoing development of the team by giving participants lasting skills they could use when challenging others, managing expectations and navigating difficult situations in the future.

PROFESSIONAL PERFORMANCE

98% reported preparing more effectively for high-stakes situations.

97% felt more confident entering challenging conversations.

98% reported maintaining confidence when facing unfamiliar challenges.

100%

EXPERIENCE / ADVOCACY

100% saw opportunities to immediately apply their new skills in the workplace.

100% agreed the programme was valuable to their role.

100% would recommend the programme to colleagues.

"...this is what makes The Method so powerful. It is a process for best practice. It is so simple as an idea but so clever in execution and outcomes that The Method is one of the best training experiences I have had."

Product Manager