

Hotspots

Identifying and unleashing
talent to deliver performance



COURAVEL

Creating energy and innovation

Hotspots creates high performing teams by unleashing the talent that exists within organisations. With careful facilitation and supportive managers it can transform performance.

Working with clients we identify a number of Natural Working Groups, typically 150–200 people. Our facilitation helps energise teams and our measurement process generates local data to shape planning. We support the creation of three key roles in the teams that then look at improving their operational performance and employee engagement.

Results include increases in self-belief and how valued people feel at work, willingness to recommend their workplace, and improvements in quality and customer service.

Lessons from applying this approach are:

- Local data plays an important role in energising teams to respond
- Teams need to self facilitate but require a natural leader from within
- Responsive line managers play a key role in encouraging Hot Spot teams
- “Cynics” involved in the process become powerful advocates of change
- Tracking hard performance measures (e.g. quality, customer service, productivity gains) demonstrates the impact of the process and helps the approach to be taken up elsewhere

“In the first session my ideal of feeling engaged at work was five years ago; in the second session it was this work.”
Hotspot participant

Clients

- Airbus
- Alcatel
- Astra Zeneca
- B & Q
- BAE Systems
- Barclays Bank
- Cabinet Office
- Cancer Research
- Department for Business, Innovation and Skills (formerly BERR)
- Department for Children Schools and Families
- Department for Transport
- Department for Work and Pensions
- GKN
- HM Revenue and Customs
- Home Office
- Lloyds TSB
- London Borough of Hackney
- Nationwide
- Natural England
- Pfizer
- Stryker Corporation
- Syngenta
- Thales
- Threadneedle
- TNT Express
- Vehicle and Operator Standards Agency
- Vodafone

"Couravel is a pleasure to work with and we have enjoyed the style and diversity of their team. They've invested in getting to know us and been flexible in developing their product. The scope we gave was incredibly broad and challenging and they've delivered."

Executive Director for External Affairs, Natural England



"Very easy to deal with and insightful input based on wide experience. Couravel has always been extremely responsive to our requirements. I would recommend this organisation to others."

Communications Director, Home Office



"...highly responsive to my needs and teams that display a high level of focus on their clients. Couravel provides a broad range of experience at both a strategic and practical level."

EMEA Communication Director GE



"Unparalleled approach to their relationship with their clients. Such a relationship with an external provider is unique in my experience and also very refreshing. This is not just a case of going the extra mile, it's a case of going as many miles as it takes to reach the goal."

Communication Director BAE Systems



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