



Case Study 2: Global re-organisation

Context

A large UK Charity working globally. A recent re-organisation had resulted in a change in roles and responsibilities.

What they wanted

The two teams needed to overcome conflict issues and develop new ways of working together.

What we agreed to do

- We undertook careful Initial meetings with each individual director to define what they needed
- We organised a joint planning day with both teams. This commenced with a clear agreement about the purpose of the day and a clear working agreement followed by explorations of the responsibilities and current work of each team through visual mapping. This allowed them to then describe an ideal of joint working. We asked them to 'scale' against this ideal and identify what was working well now. They used these existing examples to develop better ways of working in all areas and a clear plan
- This was followed by a social event and a further day of more detailed planning and a strengthening of relationships between the key players on each team

Outcome

The teams now work so well together that they are perceived as a model of good practice in the organisation. Conflict has become productive collaboration.

Director

"Everyone felt that the responsiveness of the mediation enabled the flow and focus, so thank you from all of the team"

We respect the confidentiality of our clients. For this reason we do not identify organisations in these case studies. They are however real and illustrate the work of Summerhouses: people and development

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