

# FAFS: Makes a Difference

Audience: Senior Management

Numbers: 19

Project: Team Development



## Background & Objectives

Part of the Fiat Group, Fiat Auto Financial Services (FAFS) provides in-depth knowledge and a comprehensive range of finance options for its clients. With a team of 19 strong-willed senior executives running the organisation, the common vision and rules of teamship were becoming unclear. MotivAction was invited to devise a learning experience that would engage even the most cynical member of Senior Management, to improve inter-departmental teamwork and co-operation.

## Planning and Preparation

A complex requirement led to two days of research into the organisation in close partnership with senior directors. Activities had to engage and encourage staff, whilst reducing the risk of conflict amongst participation.

## The Event

'Make a Difference' - a two-day workshop designed to bring out the best qualities of participants. The first day was spent landscaping a children's play area at a local primary school.

This exercise was concluded by a session of 5-minute personal story-telling. The second day was spent engaged in Global Enterprises, a fast Moving and challenging half-day business game.



## The Event

- Working with basic materials, teams worked hard and well to prepare the land and construct new landscape features
- Disruptive 'Spotty Dog' character constantly interfered with progress, forcing the teams to respond responsibly and constructively
- Global Enterprises helped players learn to balance the needs of the business, customers and employees

## Results and Outcomes

Demanding but rewarding work in the garden created an idea atmosphere for team development. Away from the office environment, participants achieved a spectacular piece of work, greatly exceeding the project requirement.

- Inspired, the team applied PR skills to achieve local news coverage and acquire sought-after Legoland tickets for all school children and their families
- Follow-up story-telling revealed intensely personal experiences and shifted many individuals' perceptions of their colleagues in a positive way
- Intense teamwork significantly improved co-operation, as well as trust and liking amongst senior staff

## Testimonial

*"You really did take the time to listen and understand our requirements. The two days were impeccably organised and run, and we were able to achieve and exceed the objectives we had set for the event."*

*Rob Almond, Managing Director, FAFS.*

