

## Case Study No.2



**CORGI** was founded in 1970 to protect the public from the dangers of unsafe gas installations. Today, CORGI also provides information and support for other trades including plumbing and electrical work.

"CTS really did their homework, then engaged and focused our managers and directors early on in the programme. Real commitment is now seen in the day-to-day actions of those involved, who are taking the management of performance to the higher level needed for our organisation's continued success".

**Mandeep Kundi**  
Organisational Development  
Manager



## *We help CORGI turn up the heat on performance*

### Background

Although highly successful throughout its first 30 years, CORGI is now leading significant initiatives into new operating areas and facing increased demand for new products and improved service.

### Objective

Previous performance management schemes had been introduced at CORGI but the challenge for us was to find a fresh approach that would inspire confidence and sustained commitment in all its people.

### Methodology

Our approach was to lead workshops in which managers were helped to explore and define CORGI's future direction and key strategic initiatives for the next 3 years. They then considered how their own teams could identify and implement specific assignments and projects that would deliver those initiatives. Managers then crafted their own objectives and reviewed cascading objectives in 'skills practice sessions'. Further skills which were developed included: leadership, coaching; giving and receiving feedback; motivation self and others and managing conflict. These topics were 'brought to life' through role plays, questionnaires, challenge and debate exercises. The programme was tailored and cascaded to all CORGI's workforce. A Performance Management Maturity Model is now in place to focus further improvement of Performance Management over the next 3 years

### Outcomes

Managers now have a full knowledge of CORGI's Performance Management and Reward systems. They are now more competent in managing the agreement and review of performance objectives and are at ease in 'spot' coaching their team members in the approaches they are considering and how they can remove barriers to effective delivery. Managers are now acutely aware of their own preferred style and how this can impact positively or negatively on others.