

DEVELOPING LEADERSHIP CAPABILITY & TEAM EFFECTIVENESS DURING THE PANDEMIC

2021-2022



CLIENT: The Institute of the Motor Industry

DELIVERY FORMAT: Virtual bite-sized workshops delivered during the Covid-19 pandemic

SERVICES DELIVERED: LEADERSHIP DEVELOPMENT - VIRTUAL FACILITATION - TEAM DEVELOPMENT - COACH-BASED LEARNING - BEHAVIOUR CHANGE - PSYCHOLOGICAL SAFETY - WORKPLACE WELLBEING

THE BRIEF

During the COVID-19 pandemic, the organisation sought external support to strengthen leadership capability, improve communication, and sustain workforce engagement during a period of disruption and remote working.

Key challenges included leadership communication gaps, maintaining engagement in mandatory learning environments, developing management capability, fostering adaptability and innovation, strengthening communication and facilitation skills, and helping teams navigate uncertainty and change.

The organisation wanted practical, engaging learning interventions with immediate workplace relevance, while ensuring development aligned with its competency framework and values, including collaboration, professionalism, effective communication, innovation, and leadership.

THE SOLUTION

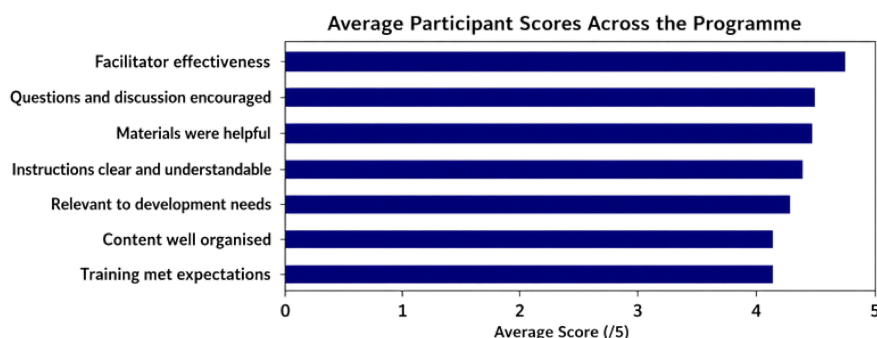
Carver Coaching designed and delivered a flexible series of virtual bite-sized leadership and team development workshops aligned to the organisation's behavioural and leadership priorities.

The programme combined:

- coaching-based leadership development
- interactive virtual workshops
- practical behavioural tools
- reflective learning exercises
- psychologically safe discussion spaces
- action-focused learning commitments

OUTCOMES & IMPACT

Despite pandemic pressures and mandatory attendance, the programme received consistently positive feedback across virtual workshops.



AT A GLANCE

Topics delivered:

- High Performance Motivation
- Confidence & Assertiveness
- Managing Up
- Communications & Collaboration
- Time Management & Productivity
- Coaching Skills for Leaders
- Psychological Safety & Trust

Client Feedback

"I thought the session was great. Even though some of the content felt uncomfortable at times — which it should in this kind of development work — people really engaged with it. Everyone was open, willing to try new approaches, and I felt the session created exactly the kind of environment we needed."

Feedback highlighted

The feedback highlighted strong levels of:

- Interaction
- Reflection
- Coaching based dialogue
- Practical application
- Participant engagement

Session duration was the only lower-scoring theme (3.84/5), with participants wanting more time for deeper discussion. This likely reflects the organisation's intentionally short, accessible "bite-sized" workshop format used during the pandemic.