

WORLDPAY: BUILDING HIGH-PERFORMING TEAMS



Worldpay is a global leader in payments processing technology and solutions.

Its UK customer-facing eCommerce team includes business development, relationship management, implementation and corporate support functions. The team works in a demanding environment, payments being mission-critical to its customers' businesses. It is also required to deliver against Worldpay's ambitious revenue and service targets.

THE BUSINESS ISSUE

The eCommerce team is a high-performing team. Nevertheless, its leaders picked up from the company's engagement survey that some team members were working long hours and were feeling the pressure of their demanding role. While addressing causal issues where possible, they were also keen to invest in an intervention that would strengthen their ability to withstand the daily demands and sustain a high level of performance.



THE SOLUTION

Recludo Consulting, a firm of business psychologists, designed a two-day workshop on maintaining high performance in teams. Based on the science drawn from business psychology and elite sports performance, the workshops - which were entirely PowerPoint-free - gave delegates a grounding in the science of performance at work with the following delegate outcomes:

- A personal development plan to build the **mental toughness** skills learned by elite athletes that allow them to build resilience and persist towards their goals
- An understanding of what drives **emotional intelligence**, particularly self-awareness, self-management and social interaction
- As knowledge workers, an understanding of what drives **cognitive performance** and how to build it

Delegates emerged from the workshops with a clear, practical action plan and a structure for peer coaching in the future.

- An uplift in motivation within the team as a result of the company's willingness to invest in its wellbeing
 - A shared language in the areas of mental toughness, emotional intelligence and cognitive performance
 - A number of practical tools for coaching by self, peer and manager
- “ While our people have been exposed to training in product knowledge and in the skills and techniques of their roles, this is the first time we have invested in their personal development in this way. ”

“ The result has been an uplift in attitude and a sense of personal autonomy around individuals' own continued development. The concept of “mental toughness” as something that can be built in the manner of elite athletes has really resonated internally.”

Laura Curnin, Learning & Development Business Partner, Global eCommerce

 DELEGATE QUOTES



“ This course should be mandatory for all employees in my opinion. It should also be mandatory in schools and for everyone in life ”

“ The facilitator was a true pro with strong science to back up all his suggestions. Loved it; a great day and a great course ”

“ It was so refreshing to join a course which was completely different to anything I have done before. We learnt tools in the last two days which I can absolutely see myself putting into practice at work but also in my personal life - meaning I am probably more likely to get the most out of them rather than forget them now that the course is over ”

“ The course was fantastic by the way... The best course I've ever attended ”

“ The first time I've felt that the company has invested in me as opposed to training me up with skills to make me sell more ”