



**CASE STUDY**

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# HUL North Regional Leadership

## Team Journey



## Program

Hindustan Unilever North Regional Leadership | Team Journey

## Objective

Charting a journey for the regional leadership team to help build a bond between each other and align the larger team towards a single goal

## Solution

The team had a new leader who had just returned after a stint overseas. The team itself comprised competent individuals who until then, hadn't really been pulled together to feel like one team.

Working closely with the HR Business Partner and the Leader, we first agreed on a few things:

- 1) Bringing the team together would not happen through one intervention. We agreed that this would be a "Team Journey" to be done through a series of interventions over a period of time.
- 2) The journey of aligning the entire team should start from the top

The first workshop was a 2 day intervention done at the company guest house (to keep it informal). The journey was kicked off with a session using the MBTI – since every journey starts with a better understanding of self. The tool also helped in understanding team dynamics, blind spots, conflict zones, communication preferences. All this in a safe, light atmosphere that encouraged exploration. This was followed by a self-disclosure exercise using the Johari construct. The intent was to build trust based on vulnerability. The session was kicked off by a truly authentic and heart touching sharing by the leader – who put forward his vulnerabilities in a candid manner. That set the tone for the rest of the day, with each story coming from a similar authentic core. By the end of the day – a web of connections had been built between the team members, without them even realising it.

The next day, the team was introduced to Lego Serious Play. Through the immersive methodology that lends itself to stories and conversations, the team talked through its challenges and strengths. By the end of the day, they had arrived upon a 2 year short term vision for the team and also a mantra for

themselves. The foundation for the team to succeed was perhaps set firmly on that day.

Through the next two years, we conducted another 6 different interventions. These included team cascades, further interventions with the RLT, fun team experiences to create shared memories and team feedback sessions. To be with this team through their entire journey of Forming – Storming – Norming – Performing & Adjourning has been one of our most satisfying experiences as Facilitators.



## Impact:

The first intervention we conducted was seen as so impactful that internally, for the next two years, those days were referred to as, “Historic Thursday-Friday”. It makes us blush but it makes us extremely proud too.

The team had a dream run of achieving outstanding business results and a complete turnaround in execution metrics for all functions across the region. They also picked up a majority of the internal awards across the organization.

Here is what Aanchal Grover, the HR Business Partner of the team had to say about the whole intervention, much after the journey: “This definitely has to be the most fulfilling stint of my HR career till date. Using people engagement, leadership and team effectiveness to fuel business turnaround and results upped my faith in the power of the ‘more human approach’ that I have always believed in.

That ‘historic Thurs-Fri’ truly created magic for us! That web of deep connections that we established then grew over time, and we saw what a group of united, committed and intelligent individuals can achieve as ‘One

Team'. The FocusU team were true catalysts in this journey, they made a huge difference without making their presence felt. Their support, understanding of our requirements, empathetic approach and deep desire to make a real difference to us sets them apart and makes them truly unique players in their field. They are crusaders for the 'more human approach' in everything that they do which the world so needs at this point in time.

Most of us have moved on from that stint now, but the web of connections still holds strong, beyond roles, organizations and even country borders! We are proud of what we achieved together and to me personally, that's a demonstration of the power of a truly engaged and connected business unit.

## About FocusU Engage India

- Amongst the most respected players in the Learning space
- More than a decade of experience
- 4 offices in Delhi, Bangalore, Mumbai & Mauritius
- Conducting around 600 programs a year touching 40000 participants
- Facilitators with international experience & handling multi-cultural groups

We have been fortunate to work with most of the Fortune 500 organizations, and a complete customer list is available at <https://focusu.com/clients/>

Some of our recent customer testimonials are updated at: <https://focusu.com/testimonials/>

A few clients with whom we have worked:



