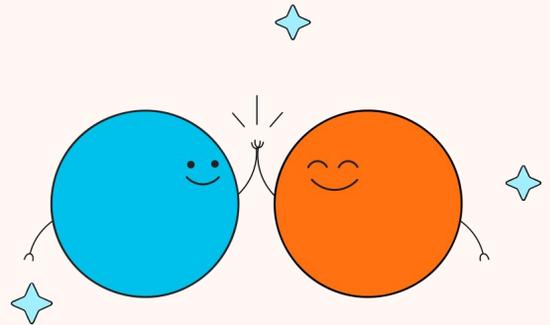


CASE STUDY

Rebuilding Trust and Collaboration in a Team Undergoing Structural and Operational Change



About the Client

The organisation is a leading company in the energy sector, with over 120 employees in Mauritius. It has always been highly committed to empowering its people and fostering a culture of collaboration, ownership, and continuous learning. The organisation places strong emphasis on developing its teams through meaningful learning experiences that translate into real behavioural change at work.

Background

The retail team at this organisation, comprising professionals from diverse backgrounds and roles, had undergone several structural and operational changes in recent months. While technically capable and performance-driven, the team had begun to face challenges in communication, collaboration, and interpersonal trust.

The leadership team recognized that these issues were not just operational but also relational. Members expressed the need for better cross-functional understanding, empathy, and openness in communication, especially when navigating differences in working styles and expectations. The goal was not simply to conduct a team-building event but to design a transformative learning journey that would help the team reflect, realign, and re-energize as one cohesive unit.

The management team wanted a structured yet human approach that could:

- Build self-awareness and mutual understanding
- Strengthen trust and collaboration
- Encourage ownership and accountability
- Equip leaders and team members with tools to sustain these behaviors over time

Solution

We partnered with the organisation to design a three-part learning journey that combined reflection, experiential learning, and group coaching. This holistic approach addressed both mindset and behavioural shifts, ensuring that learning was not a one-time event but a progressive journey of transformation.

Each phase built intentionally on the previous one, creating continuity and depth in the participants' experience:

Phase 1:

Focus Group Conversations – to listen, explore, and understand team dynamics and pain points through open dialogue.

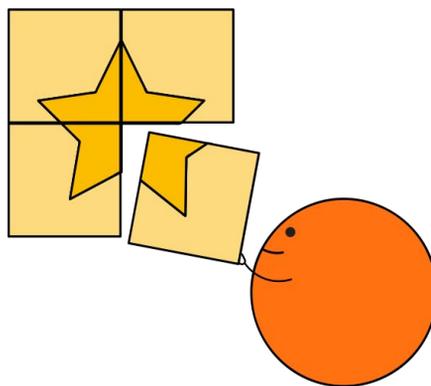
Phase 2:

Team Building Workshop – an immersive, full day experience to rebuild connection, trust, and communication through experiential activities.

Phase 3:

Group Coaching Session – to deepen self-awareness, set actionable commitments, and translate insights into long-term behavioural change.

Each phase built upon the previous one, ensuring continuity and sustained impact.



Execution

Phase 1:

Focus Group – Facilitated sessions encouraged team members to share experiences openly, surfacing key themes such as the need for clearer communication, improved empathy, and stronger cross-departmental collaboration. These sessions created psychological safety – helping individuals feel heard and valued.

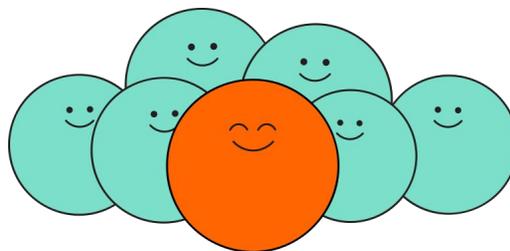
Phase 2:

Team Building Workshop – A full-day experiential program combined reflection and action through carefully curated activities like Be Zen, Anou Ale Camper, and Ene Ti Diamant. Each activity explored critical aspects of teamwork – communication, trust, accountability, and aligning to one shared vision. Energizers and creative challenges ensured high engagement, while structured debriefs helped connect the experiences to real workplace dynamics.

Phase 3:

Group Coaching – Small-group coaching circles provided a reflective space to identify personal and team goals, address interpersonal challenges, and build ownership. Participants explored themes of accountability, difficult conversations, and sustaining collaboration beyond the workshop.

Across all phases, FocusU facilitators maintained an environment of openness, curiosity, and growth – ensuring the journey felt meaningful and connected from start to finish.



Impact



Stronger Team Cohesion:

Participants reported improved communication and collaboration across teams, leading to a more supportive work culture.



Higher Engagement:

The experiential format created energy and connection, helping team members rediscover shared purpose and motivation.



Deeper Awareness:

Individuals gained clarity about their own strengths, communication styles, and the impact they have on others.



Sustained Growth Mindset

The coaching sessions encouraged reflection and accountability, translating insights into everyday actions.

Feedforward data highlighted that participants found the sessions “energising,” “eye-opening,” and “a great reminder of how powerful teamwork and communication can be when we truly listen.”

Testimonials

Participant feedback captured through feedforward forms reflected the overall success of the journey:

“

Loved the coaching session - it gave me time to reflect and think differently about how I show up at work.

“

The activities brought a lot of energy and learning - I realised how small shifts in communication can make a big difference

“

It was a powerful experience that helped us reconnect as a team.



To know more about us, drop in at
www.focusu.com