

Virgin Trains training department use Thomas assessments to improve teamworking, management skills and identify development opportunities.



Transport



Objectives

- Help the team better understand each other
- Identify opportunities for self-development of staff
- Help management identify how to manage their individual employees better



Results

- ★ Senior leadership now alter their management style depending on different individuals
- ★ Developing new members of staff based on their personal profiles
- ★ Easily identify opportunities to develop new members of staff based on their profiles

THE CHALLENGE: Identify opportunities for development

Virgin Trains started using Thomas' Personal Profile Analysis (PPA) within the training team. PPA assesses an individual's behaviour in the work environment. It can answer questions such as: what are their strengths and limitations? Are they self starters? How do they communicate? What motivates them? The PPA enables people to become more self aware, which in turn gives them the means to consolidate their working strengths and compensate for their limitations. PPA is a series of 24 questions on a forced choice "first impressions" basis, taking no longer than eight minutes to complete. The answers are charted on a graph under the four headings of Dominance, Influence, Steadiness and Compliance (DISC).

Gaynor Stewart, Training Development Manager at Virgin Trains, comments, "We wanted to use a tool within the department that would help the team understand each other better as well as identify their own personal opportunities."

THE SOLUTION: PPA profiles for all training staff

Gaynor continues, "We used PPA and gave individual feedback, explaining their profile and what it meant. It is an assessment tool that is very easy to understand. Dominance, Influence, Steadiness and Compliance are all characteristics people find easy to relate to. The team also liked it because it's very visual and with no jargon or hefty terminology."



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“PPA is the most accurate psychometric tool I have ever used. The reports are invaluable, I keep them to re-read and focus on throughout the year with the team.”

“Initially we gave one to one feedback to the team to ensure they were familiar with their results and understood their analysis. At our next development team meeting each person drew a shield on a flip chart which was divided into three areas – strengths, opportunities and threats. They shared their profile with the team in a pictorial non-threatening manner. We wanted them to understand their own and their colleagues behaviour so that they could work more closely together. We also talked about profiles each time we came together as a team, as I felt it was an important point of reference to who we were collectively. At the Winter Conference each member of the training team did an overall presentation about their individual Thomas profiles.”

THE RESULT: Confidence in development

Gaynor has started using it when managing her team, “As a manager I am able to understand my team better. I know how they like to work and I try to alter my management style accordingly. Previously when holding one-to-one sessions with members of my team I would have had a standard agenda. I now try to tailor the sessions to the style of the person I am meeting with. Some people need more support and structure than others.”

“As we recruit new members to our training team we take them through the Thomas profile as well. We then introduce them to their PPA in the same way used within the team initially.”

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For more information about how we can help deliver confidence for your organisation, get in touch



01628 244 024



info@thomas.co.uk



@ThomasInt_UK



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