

change
leadership
digital
learning
project delivery



simplified
change
solutions

Leading a cultural revolution at one of Britain's biggest supermarkets

The problem:

The supermarket's general merchandise business wanted to become a multichannel retailer, from strategy, organisational structure through to KPIs and customer touchpoints. However, for this to happen it needed to instil 'multichannel mentality' across its teams which were siloed and behaved in silo mentality, only considering their own channel. In addition, there was poor communication and tension between the various teams within the Digital department itself.

The goal:

To shift the mindset of its digital team to that of a multichannel retailer, to improve communication between disparate 'online' and 'instore' teams and to improve leadership capability so that leaders could successfully drive the cultural revolution needed.

Curium's solution:

We started by delivering Tetramap, a tool to develop self-awareness, team cohesion and leadership capability, to the 150 people in the Digital teams, both retail and marketplace.

This was supported by a series of high-impact workshops including 'Intentions & Perceptions' to consider how others interpret your actions, 'Communication Skills' and 'Confidence Building'.

The result:

Our work led to a well-integrated, highly productive Digital team who were able to challenge each other in a constructive way and have more open conversations. Leaders successfully led their teams through the change process and ultimately achieved their goal of shifting mindsets to that of a multichannel retailer.

To empower people and organisations across the world
to achieve their personal and business potential.