

Leveraging the HPI, HDS and MVPI for team development within a global coffee chain

a PCL case study

A corporate sales team for an international coffee shop chain was looking to enhance their effectiveness as a team. The team had experienced a lot of change and churn in the previous two years, and there was an opportunity for greater clarity in terms of vision, purpose, and accountabilities.

CHALLENGE

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THE SOLUTION

Using the Hogan team model, powered by the Hogan Personality Inventory (HPI), the Hogan Development Survey (HDS), and the Motives, Values, Preferences Inventory (MVPI) we gained insight into the teams' dynamics by aggregating the individual personality assessment scores of team members. PCL Psychologists carried out 121 feedback sessions with each participant, and then designed and facilitated a one-day team workshop to explore:

1. Shared values to help shape team purpose
2. Team roles and looking at the impact of group strengths in overdrive
3. Team derailers that could be undermining team effectiveness.

The team workshop focused on reflection and action, with the ultimate aim of generating and committing to tangible action points as a team for the next 6 months.

OUTCOME

The Hogan team results revealed strong alignment in the team's value set, with all members being motivated by financial reward (Commerce) and a seeking a light-hearted, open-minded environment (Hedonism).

Their team roles showed a tendency to focus on people over practicality (high Relationships, low Pragmatism) and their group derailers around impulsivity and public confidence (Colourful, Mischievous) meant they were limiting their ability to establish specific expectations and achieve concrete results.

The workshop helped them to recognise the significance of this, while also helping them develop a clear understanding of their desired reputation and then guiding them to create specific actions and commitments.