

Case Study - Strengthening Team Trust & Collaboration



The Challenge

With their busiest period fast approaching, a small team of six NHS Executive Assistants from CWPT faced increasing workplace pressures. Their leader wanted to provide a structured yet engaging team development day to enhance collaboration, help manage stress and reinforce relationships. They sought a session that would build on previous Insights Discovery® training while introducing new concepts around trust and teamwork.

Our Approach

Expert L&D facilitators at Ashorne Hill worked closely with the team leader to design a bespoke learning experience that combined theory with practical exercises. Proven models, concepts and engaging activities to help embed learning included:

- Insights Discovery® Model - helping individuals understand team dynamics and both their personal and collective strengths.
- Lencioni Trust Model - focusing on building trust and psychological safety within the team.
- Interactive Activities - facilitating discussions, trust-building exercises, and a final team challenge to apply learning in a practical way.

The Results

Participants enjoyed how the structured yet flexible agenda allowed them to engage fully, step away from day-to-day pressures and feel immersed in the collaborative learning environment. As a result of this workshop, participants:

- Improved team morale, leaving the session feeling more connected and valued within their team.
- Strengthened communication, thanks to the workshop environment providing a safe space to discuss workplace challenges openly.
- Enhanced collaboration, particularly in the final challenge, which highlighted the value of aligning on strengths for effective team working.
- Realigned with NHS Values, as the session reinforced key Trust values, including safety, compassion, and inclusivity.

Feedback

“I wanted my team to step away from their daily roles and reconnect before our busiest time of the year. The team at Ashorne Hill understood our needs and designed a session that was engaging, interactive and insightful. The activities allowed us to reflect on our strengths, tackle difficult conversations, and build trust in a meaningful way. We left feeling more aligned, confident and ready for the challenges ahead.”

Chelsea Ireland,
Executive Support Manager
EA to the Foundation Group Chief
Executive and Chairman



Conclusion

By combining expert facilitation with engaging activities focused on human skills, Ashorne Hill delivered a development experience that empowered this NHS team to build trust, communicate openly, and work more effectively together, ensuring they are better prepared for any future barriers.