just add water

McDonald's UK Finance: Employee Engagement

Background
McDonald's is the world's largest chain of quick service restaurants, serving tens of millions of customers every day.

Need
Having worked with the Executive Team of McDonald's UK on improving their performance and cohesion, we were approached by the VP of Finance to work with their 35 strong Finance Team on a similar project. We were asked to assist with the behavioural development of the wider finance team. While the finance team were performing highly and the group was talented and well qualified, the Head of Finance identified a few issues requiring attention such as; reducing the impact of bureaucracy; incorporating new team members into the wider team, a lack of peer-to-peer feedback and an over reliance on senior team members to solve problems.

Our role
We began the process by assessing the current level of cohesion within the team and in particular the levels of trust, conflict, commitment and accountability currently felt by the collective team. We designed and delivered two development days to provide frameworks to support the development of a high performing team, to strengthen inter-departmental working and to establish open and honest feedback mechanisms.

Outcome
Feedback indicated an increased sense of collaboration and mutual understanding within the team. Subsequently senior team members noted employees using tools developed during the workshops and new recruits being integrated more easily into the team. In addition the team adopted feedback mechanisms and communication tools that now underpin a new common language which allows for safe and constructive challenge for all employees.

'just add water helped us to explore and clarify our teams journey through a fun, engaging and valuable programme of events. Over the course of a year the team moved forward to a point where we are able to have more open and challenging dialogue with one another and a clear focus on results'

Paul Pomroy
CFO McDonald's UK and Northern Europe