



Marriott Hotel: Case Study

Improving Performance Challenge

Overview

Business challenge

Sydney Harbour Marriott Hotel represents the best in 5-star accommodation, servicing the needs of business executives, international travelers and holiday makers alike.

Maintaining the competitive edge while leveraging sales and marketing talents can be a challenge for many organisations, as two separate teams can often compete rather than complement one another's skills. Recently the sales teams at the hotel went through substantial changes, resulting in a somewhat disjointed environment.

Helen Radic, Director of Sales and Marketing, wanted to bring her teams into a cohesive group where members understood and valued each other and at the same time improved direction and unity. Helen's aim was to:

1. Increase team's cohesion and improve communications
2. Improve the team's commitment to the vision and goal
3. Enable leaders to influence moral and team member's performance
4. Improve current engagement survey results

Helen was looking for a training company that could deliver on all four requirements and, after evaluating many companies, chose True Colours as its offering covered human emotions, team development and improving communications: in addition to other services.

The solution

In collaboration with True Colours Group, Sydney Harbour Marriott Sales teams participated in the six week team development program that linked a clear team group with 360 degree evaluation and weekly focus groups. This provided a robust and clear structure which assisted participants to develop confidence and self awareness, and to step up and take greater responsibility and contribute more constructively to achieve both personal and team goals.

This experience was challenging and required everyone to step out of their comfort zone. To achieve maximum results the practical application was set up in a safe environment, where people could take risks, make mistakes and learn from the experience.

Throughout the program, individuals were able to understand, appreciate and adapt their behaviour to the demands the environment presented. "Increasing personal awareness as to why we react to certain situation, in certain ways, helps people understand both theirs and others limitation and also appreciate their strengths" says Tanya Harris Director of Training Services for True Colours.

The team underwent a significant transformation, creating a constructive and self regulated team culture.



Key benefits

- Overall increase in engagement survey from 44% to 81%
- 19% increase in respect for each other
- 31% increase in co-workers working together to achieve goals
- 19% increase in interdepartmental communications
- Reduction in conflict and team controversy
- Increase in communication skills

"Building trust and getting staff out of their comfort zone is the key to staff development. True Colours supported my team to overcome their fears, worries and doubts during this process".

**Helen Radic, Director of Sales & Marketing
Sydney Harbour Marriott Group**