



case study

operations support team volvo ocean racing



Programme Title:

“Effective scenario and crisis management through greater team understanding”.

Organisational Context:

UK based operations team tasked with providing operational support to the Volvo Ocean Racing fleet.

Sample business issues:

- Managing conflict within the team
- Crisis scenario planning & management.

The solution:

- Pre programme design to isolate crisis management situations experienced from the last race for role play in dry scenarios on the experiential phase
- Experiential and classroom based programme to challenge team in like dry scenarios
- SDi Strengths Deployment Inventory to aid personal and team understanding
- Ongoing support and follow up.

Programme interventions:

- Scenario and role play design for crisis management interventions
- Preliminary session to survey team in the SDi Strengths Deployment Inventory tool
- Experiential land based programme sponsored by the Royal Naval Fire Fighting School in Portsmouth
- Review, follow up and ongoing telephone support.

Programme Content - Theoretical Input:

- SDi Strengths Deployment Inventory-understanding the latent personal motivations and observable behaviour in order to build and manage more effective relationships and deal with inter personal conflict situations at the right stage.
- Scenario management templates and protocols
- Mission’s high performance team methodologies (CCI©)
- Leading Self and Others Curriculum (LSO©).

Activated by:

- Classroom ‘scenario role plays’
- Experiential programme sponsored by the Royal Naval Fire Fighting School in Portsmouth.

Notes:

- Ongoing telephone support provided to each operational team
- Programme jointly designed between Volvo and Mission Performance.

Results:

Qualitative feedback excellent, still yet to be tested when the Race begins in 2005.



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