

Case Study

Reducing Staff Turnover & Improving Team Culture

Our Client- East Street Arts is an arts organisation based in Leeds, UK

Team Size- 30 staff members and over 50 freelancers, artists and studio holders.

OBJECTIVES

Our client approached us to support them with analysing the organisation's values and culture. We were commissioned to deliver on a programme that addressed their on-going people challenges while building an accessible and inclusive culture and internal processes that encourage collaboration and trust.



SOLUTIONS

A 10-month Inclusive Culture program was developed in partnership with senior leadership and staff to address the team challenges sustainably. The program included confidential consultation, surveys, leadership coaching, data analysis, training sessions, new processes, and developing a staff-led culture committee.

This programme helped the organisation to recognise and address the underlying people challenges and embed a culture change through practical, action based solutions.

AT A GLANCE

CHALLENGES

- Lack of engagement
- Staff Turnover
- Lack of collaboration and trust amongst team members
- Challenges to attract good talent
- Lack of consistent communication and ownership of people challenges.
- Over reliance on senior leadership to drive change.

BENEFITS

- Overall reduction in staff turnover
- Increased sense of belonging
- Sustainable and equity driven processes and policies implemented.
- Increased Training and CPD opportunities
- Evidenced improvement in engagement between staff team.
- Shared understanding of responsibilities.
- Values and behaviours embedded into performance management frameworks
- Consistent internal communications
- Sustainable internal peer led groups launched to create space for ongoing CPD.



TESTIMONIAL



“From the start I felt I was in good hands as I was listened to, supported and worked with to draw together an action plan. I felt Minoti understood our challenges quickly and had the experience and knowledge to ensure we approached this piece of work tailored to East Street Arts, and not a standard programme. It was designed for us.

Communication from Minoti was excellent and she quickly became a critical friend, understanding our challenges but always being solution driven. She did bring in excellent workshop leaders as well but she was also present and led the whole programme.

I have already seen this initial work make an impact in the organisation.

TPL Experiences are good value for money, they have delivered what they set out to but in a flexible way, and have kept us on track and focused. I would highly recommend working with Minoti and TPL Experiences

KAREN WATSON

Artistic Director, East Street Arts.

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