



## **Case Study 8**

A London borough council contracted Silvercube to support a Managing Transition Programme.

Example: A dedicated Silvercube Account Manager works closely with the client over a four week period establishing clear objectives and developing the programme, guarantee the training is pitched at exactly the right level.

Silvercube prepares a detailed plan of the day which is sent to the client for approval. A Silvercube team is fully briefed ahead of the first day, which is lead by the account manager ensuring complete continuity from conception to delivery.

The day starts with a live performance which highlights the 'dangers' of approaching challenging conversations unprepared. Delegates then take ownership over the scene by remoulding the action into a successful outcome.

Delegates are then given the opportunity to practise emotionally charged and high pressured real life conversations which are relevant to their own situation, with professional actors

The actors provide technical and emotional feedback helping managers to identify the different skills required when conducting internal interviews of such a sensitive nature. Following this the actors and delegates then collaboratively explore different techniques by which the redundancy conversation may be navigated so that the individuals involved can identify and practise what works most effectively for them.

Result: Managers deliver the 'redundancy and redeployment' conversation at the lowest possible emotional cost to both themselves and the candidate, enabling the candidate to move forward and the manager to maintain an effective working environment during the transitional phase of the reorganization period.