

## Angie's Story

*Angie Lemkes was Global Learning and Development Director at Hall and Partners, a specialist brand and communication research agency.*

I was looking for someone who could help us develop our strategy for talent and performance management, and in February 2016 I approached Bailey & French.

Traditional annual appraisals were time-consuming and ineffective, and we wanted to move to a culture of ongoing conversations about performance. At the same time, we wanted to re-energise our talent management approach, and how we developed our people managers. When I met up with the team and explained what I was looking for, they really engaged with what I was saying – and they managed to tie these two strands together into one project, focused on having great, honest conversations.

The strengths-based approach they offered was really different, and the progressive and creative nature of how they worked really appealed to me. Culturally, too, they seemed a very good fit – everything they talked about aligned so clearly with what we were trying to do.

So far, we have already achieved a lot:

- We have run an initial programme of workshops across two countries and six sites
- We've reached all of our people managers in a short space of time, and they have gone on to run further workshops with their teams
- We've had excellent feedback – both on the sessions themselves, and the resulting atmosphere
- It has generated real energy, and we've formed working groups to look at how we best capitalise on this

Already, it feels really different around the office and there is a positive buzz – people seem more open and happy, much more engaged and are ready to try new things. We have also made tangible, proactive changes – moving people around and organising ourselves differently, so when new work comes in we can better play to our strengths, and be more flexible and responsive.

I'm excited that we're developing a positive culture, where everyone has better conversations, and I fully expect this to boost performance, increase well-being, and save us time and money. I love working with Bailey & French and we are currently looking at what comes next for us. I would definitely recommend them for any work around cultural change, performance management and recruitment.

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