

PEOPLE-FOCUSED SOLUTIONS FOR CRITICAL INFRASTRUCTURE

High Performing Teams.

Teams that speak up, take ownership and deliver.

A high-performing team can raise concerns, challenge assumptions and admit mistakes. People trust each other to do what they say, do it well and follow through.



Psychological safety

It feels safe to ask, challenge and bring bad news early.



Dependability

People take responsibility and meet agreed commitments.

Google Project Aristotle identified five team dynamics: psychological safety, dependability, structure and clarity, meaning, and impact. Psychological safety was the most important in its study. [1]

WHY RESILIENCE MATTERS

Burnout, lost talent and risks raised too late all weaken delivery. We help teams raise concerns, share ownership and protect recovery. Our approach connects psychological safety with the wellbeing and dependability needed for resilient critical-infrastructure teams. [2, 3, 7]

WHO IT IS FOR

Team members at every level, with a particular focus on graduates, emerging talent and the teams supporting your senior leaders.

Give them a team worthy of their leadership.

YOUR PROGRAMME AT A GLANCE

Find what you need.

Select a section below. Use Contents in the footer to return here from any page.

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PART 1

Transforming Team Communication

MODULE	DESCRIPTION	OUTPUTS	TEAM PERFORMANCE AREA
 Discover your leadership voice	A psychometric profile exploring your leadership, communication, relationship and decision-making tendencies. Understand your strengths, blind spots and wellbeing needs, including what helps you recharge and how others may experience your style.	✓ Recognise your leadership style and decision-making tendencies ✓ Receive your strengths, blind spots and recharge report ✓ Build emotional intelligence and self-awareness	 Communication  Relationships
 The power of your voice	Explore how your leadership style helps or hinders psychological safety. Recognise what others experience when you lead at your best, and the circumstances that trigger unhelpful reactions under pressure.	✓ Motivate through influence; recognise conflict and synergy ✓ Turn conflict into constructive, courageous conversations ✓ Strengthen psychological safety when responding to bad news	 Communication  Relationships  Alignment
 Relational dynamics	Explore cognitive diversity: differences in how people think, communicate and make decisions. Practise listening and checking assumptions so different leadership voices inform the work, rather than create conflict or leave concerns unspoken.	✓ Recognise how cognitive diversity shapes team dynamics ✓ Check understanding before reacting to another perspective ✓ Use differences to strengthen working relationships	 Communication  Relationships

Outputs describe the capabilities and practical takeaways developed through the learning and workplace application.

PART 1

Transforming Team Communication

MODULE	DESCRIPTION	OUTPUTS	TEAM PERFORMANCE AREA
 The art of collaboration	Make collaboration work for the whole team, including quieter voices. Use cognitive diversity and complementary strengths to test assumptions, surface risk and make shared decisions with clearer understanding and commitment.	✓ Invite quieter voices into shared decisions ✓ Use cognitive diversity to challenge assumptions and surface risk ✓ Agree a shared decision and next steps	 Communication  Alignment  Execution
 Optimising team performance	Examine how stress, conflict and different working styles affect delivery. Identify where the team loses energy or clarity, then use complementary strengths to address a real performance challenge together.	✓ Recognise stress responses and their impact on performance ✓ Match team strengths to a delivery challenge ✓ Agree a practical action for sustainable performance	 Relationships  Execution  Capacity
 Team kryptonite	Identify recurring team habits that undermine trust and make challenge feel unsafe. Explore what triggers these patterns, then agree practical ways to receive concerns, challenge respectfully and interrupt unhelpful behaviour.	✓ Name recurring behaviours that undermine psychological safety ✓ Recognise triggers before unhelpful patterns escalate ✓ Agree habits that make speaking up safer	 Communication  Relationships  Capacity

Outputs describe the capabilities and practical takeaways developed through the learning and workplace application.

PART 2

Mission Mindset

MODULE	DESCRIPTION	OUTPUTS	TEAM PERFORMANCE AREA
 Seven Planning Questions	Use seven planning questions to turn an unclear brief into a shared mission. Clarify what success requires, what matters most and who owns the work, including how the team will adapt.	✓ Create a shared mission plan ✓ Clarify priorities, constraints and ownership ✓ Identify changes that require the plan to adapt	 Alignment  Execution
 Three-column deductive reasoning	Work through facts, implications and actions in a simple three-column format. Make the reasoning behind a decision visible so others can question assumptions, recognise risks and understand the next step.	✓ Separate facts from assumptions ✓ Identify implications for the mission and team ✓ Turn analysis into clear, owned actions	 Communication  Alignment  Execution

A visible line of reasoning

Facts - implications - actions. Make assumptions visible so the team can challenge them before committing.

Outputs describe the capabilities and practical takeaways developed through the learning and workplace application.

PART 2

Mission Mindset

MODULE	DESCRIPTION	OUTPUTS	TEAM PERFORMANCE AREA
 Purposeful meetings	Plan and run meetings around a clear purpose. Invite useful challenge and relevant voices, then turn discussion into decisions, named owners and next steps that move the shared mission forward.	✓ Set a clear purpose and decision agenda ✓ Invite concerns before committing to a plan ✓ Record decisions, owners and next steps	 Communication  Alignment  Execution
 OODRA: AI leadership enablement	Build practical AI leadership capability through Observe, Orient, Decide, Rehearse and Act. Use AI to rehearse conversations and critically evaluate feedback, while retaining human judgement, accountability and contextual awareness.	✓ Build AI literacy through realistic leadership rehearsal ✓ Critically evaluate AI feedback, assumptions and limitations ✓ Retain human judgement and accountability for action	 Communication  Alignment  Execution

 Observe

 Orient

 Decide

 Rehearse

 Act

Outputs describe the capabilities and practical takeaways developed through the learning and workplace application.

PART 3

5 Gears

MODULE	DESCRIPTION	OUTPUTS	TEAM PERFORMANCE AREA
 1st Gear: recharge	Recognise what restores your energy and what drains it. Make recovery an intentional part of your working rhythm, so delivery pressure does not continually displace your wellbeing and recharge needs.	✓ Identify recharge needs that support wellbeing and resilience ✓ Recognise when recovery is being crowded out ✓ Plan protected time to recharge	 Capacity
 2nd Gear: connection	Practise giving another person your full attention without making every conversation about tasks. Recognise when a colleague needs connection, and create space to listen, understand concerns and strengthen trust.	✓ Recognise when someone needs focused attention ✓ Listen without immediately switching to problem-solving ✓ Make time for meaningful one-to-one connection	 Communication  Relationships  Capacity
 3rd Gear: social	Build informal relationships beyond immediate tasks and deadlines. Recognise the value of shared social space, and use it thoughtfully so colleagues can connect, feel included and know one another better.	✓ Recognise the value of informal team connection ✓ Create inclusive social interaction and a sense of belonging ✓ Build relationships beyond immediate delivery tasks	 Relationships  Capacity

5 Gears topics are grouped into the workshop schedule agreed with you.

PART 3

5 Gears

MODULE	DESCRIPTION	OUTPUTS	TEAM PERFORMANCE AREA
 4th Gear: task	Use task mode deliberately to handle the practical demands of the working day. Organise priorities, coordinate with others and recognise when staying busy is crowding out focus, connection or recovery.	✓ Organise tasks around agreed priorities ✓ Coordinate actions and handovers with colleagues ✓ Switch modes to protect focus, connection and wellbeing	 Alignment  Execution  Capacity
 5th Gear: deep focus	Protect sustained attention for work that needs it. Identify common interruptions, agree clear signals with colleagues and plan focused time alongside the connection and recovery needed for a healthy working rhythm.	✓ Identify work that needs uninterrupted attention ✓ Agree boundaries and signals for focused work ✓ Schedule deep focus alongside connection and recovery	 Execution  Capacity
 Reverse: repair	Recognise when your actions have damaged a relationship or undermined trust. Practise taking responsibility, apologising clearly and agreeing how to repair the impact, rather than leaving tension unresolved.	✓ Recognise when your behaviour needs a reset ✓ Acknowledge impact and apologise without deflecting ✓ Agree a practical action to repair trust	 Communication  Relationships

5 Gears topics are grouped into the workshop schedule agreed with you.

PART 3

100X

MODULE	DESCRIPTION	OUTPUTS	TEAM PERFORMANCE AREA
 Basecamp	Establish a practical starting point for your leadership development. Use a growth mindset to reflect on habits, learn from feedback and identify behaviour changes that could most help the team.	✓ Establish your leadership development baseline ✓ Identify behaviours to strengthen through feedback ✓ Apply a growth mindset to your development priorities	 Relationships  Capacity
 Toolkit	Build a practical approach to using leadership tools in everyday work. Match a tool to a real situation, practise applying it and review how it changes your conversation or response.	✓ Choose a tool for a current leadership challenge ✓ Practise using it in a real conversation ✓ Use reflective learning to refine your approach	 Communication  Execution
 Sherpa mindset	Help others find a way forward without taking over every problem. Practise guiding, questioning and supporting colleagues so they build confidence, take ownership and know when to seek appropriate help.	✓ Use coaching questions to build confidence and capability ✓ Agree ownership instead of taking over ✓ Balance support with clear expectations	 Relationships  Execution  Capacity

Outputs describe the capabilities and practical takeaways developed through the learning and workplace application.

PART 3

100X

MODULE	DESCRIPTION	OUTPUTS	TEAM PERFORMANCE AREA
 Multiplying leaders	Develop leadership capability beyond a small group of dependable people. Identify a colleague's next development step, transfer useful skills and give them supported opportunities to take responsibility and make decisions.	✓ Identify a colleague's next development step ✓ Create a practical plan for skills transfer ✓ Delegate responsibility with support and review	 Alignment  Execution  Capacity
 Team performance	Make performance conversations specific and useful. Review the team's needs across communication, relationships, alignment, execution and capacity, then agree a focused action and a clear way to review progress.	✓ Identify a priority team performance need ✓ Agree a behavioural KPI and named action owner ✓ Review progress using evidence and reflective learning	 Alignment  Execution  Capacity
 Culture	Recognise how everyday leadership behaviour shapes team culture, especially under pressure. Identify habits that weaken trust or wellbeing and practise reinforcing the behaviours that support challenge, belonging and shared responsibility.	✓ Identify habits that weaken trust and wellbeing ✓ Model psychological safety through challenge and early risk reporting ✓ Agree healthy behaviours the team will practise	 Communication  Relationships  Capacity

Outputs describe the capabilities and practical takeaways developed through the learning and workplace application.

TWO WAYS TO WORK WITH US

Your learning journey.

Academy pathway

Learn, apply, review - then repeat

1 Set the benchmark

25 minutes online + sponsor debrief

Team assessment, report and coach discussion before training.



2 Engage, learn and practise

1.5-2 hours per module

Interactive learning. Leave with two actions and a CORE date.



3 Coach-led CORE group

55 minutes / 4-5 people / within 4 weeks

Call it: name the felt need. **Own it:** own your response.

Response: agree the mission homework.

Execute: set the peer check-in date.



4 Peer accountability / 20 minutes

Check progress on the agreed action.



5 Champion sends notes; coach emails feedback.

Rotate the champion. Start the next module.

Focused bootcamp

Start with one specific team need

1 Choose your focus

Onsite recommended / virtual available

5 Voices, 5 Gears, Communication Code or Discover Your True Personality.



2 Prepare for the workshop

Before delivery

Receive your workbook and toolkit in advance.



3 Learn and take insights into work

5 Voices example / 2.5 hours

Explore different voices; practise with your team challenges.



4 Choose your next step / afterwards

Apply the insights, try another module or join an academy.

Design your own immersive team day

Practise new behaviours together. Explore our case studies.

AT THE END OF YOUR COURSE OR MODULE

What you leave with.

Your proposal confirms the reports, certificates and CPD hours in scope. Materials are supplied and priced separately from delivery.

DELIVERABLE	COMPLETE ACADEMY	MODULE / BOOTCAMP
 Workbook	✓ Included	✓ Included
 Takeaway toolkit	✓ Included	✓ Included
 Team assessment report	✓ Included	Where assessment is in scope
 Leadership profile report	With the relevant profile module	With the relevant profile module
 Next-step recommendations	✓ Included	✓ Included
 Certificate of attendance	✓ Included	✓ Included
 CPD certificate	For CPD learning specified in your proposal	For CPD learning specified in your proposal

Evidence of progress

Review assessment change alongside workplace actions, feedback and agreed delivery measures. Assess ROI using programme and time costs alongside evidenced benefits.

A PARTNERSHIP FROM THE START

Make the improvement felt. Record the evidence.

We work with HR, Learning & Development and the project sponsor to agree what success needs to look like.

YOUR TEAM PERFORMANCE BENCHMARK

Before the academy

A 25-minute online assessment uses a Likert rating scale across communication, relationships, alignment, execution and capacity. It establishes your team baseline, rather than an external industry ranking.

Interpret it together

Your sponsor or L&D lead receives the team report and our interpretation. Your coach is available onsite or virtually to discuss strengths, gaps and priority actions before training.

Review change, not just attendance

Repeat the assessment at the agreed review point. Compare scores with workplace actions, participant feedback and agreed KPIs. Agree reporting access and how individual responses will be handled before launch.

AGREE A SMALL SET OF USEFUL KPIS

- ✓ **Psychological safety**
Speaking-up confidence; constructive responses to bad news.
- ✓ **Dependability and alignment**
Actions completed; clear ownership; fewer avoidable handover gaps.
- ✓ **AI leadership enablement**
Quality of rehearsed responses; critical review of AI suggestions.
- ✓ **Wellbeing and retention**
Recovery habits, workload feedback and relevant retention trends.

Return on investment

Agree the benefits, costs, owner and review date. Record evidenced gains against programme fees and participant time.
Financial ROI = (attributable benefits - total costs) / total costs x 100. Assessment scores alone are not financial ROI.

More reported concerns can reflect greater trust. Interpret the context; fewer reports alone do not prove improvement.

CHOOSE THE RIGHT FIT FOR YOUR TEAM

Delivery options and fees.

Indicative total delivery fees for your group, including coach-led CORE where shown. Final scope and dates are agreed before booking.

OPTION	5 PEOPLE	10 PEOPLE	15 PEOPLE	20 PEOPLE
Complete academy Parts 1-3 + CORE	£12,325-£14,875	£17,000-£19,550	£21,675-£24,225	£26,350-£33,575
Part 1 / Communication Workshops + CORE	£5,075-£6,125	£7,000-£8,050	£8,925-£9,975	£10,850-£13,825
Part 2 / Mission Mindset Workshops + CORE	£3,383-£4,083	£4,667-£5,367	£5,950-£6,650	£7,233-£9,217
Part 3 / 5 Gears + 100X Workshops + CORE	£5,921-£7,146	£8,167-£9,392	£10,413-£11,638	£12,658-£16,129
5 Voices bootcamp 2.5-hour workshop	£875	£875	£875	£875
Retainers and larger groups	Discounts and fees available on request.			

All prices exclude materials, VAT and reasonable travel expenses. No separate setup or preparation charges.

WORKING WITH US

Simple. Scalable. Sustainable.

A RELATIONSHIP BUILT TO LAST

We deliberately work with a small number of clients, building relationships that work. All our clients continue to use us. Some relationships span more than 11 years; we have supported businesses as they grew from around 100 to nearly 12,000 people.

Your coach. Your account manager.

Meet your delivery coach before training. Together with HR and L&D, we agree priorities, measures and the delivery plan.

Quality assurance

Our internal team lead checks in during and after training. We review our delivery promises, invite feedback and improve the working relationship.

Your budget. Respected.

Scope and costs are agreed upfront. All prices exclude materials, VAT and reasonable travel expenses, which are itemised in your proposal. Extra charges need your prior written agreement.

PAYMENT IN FOUR STRAIGHTFORWARD STEPS

1

PO

Approve the proposal, price and terms, then send us your purchase order.

2

Deposit

Pay the deposit stated in your proposal before training begins.

3

Invoice

We deliver the training and invoice the remaining balance.

4

Payment

Pay within 30 days of the final invoice date.

Bank transfer or online payment

Payment details and options are provided on your invoice.

FILL IN AND SAVE THIS PAGE

Tell us what you need.

Select your pathway and interests. We will prepare a one-page overview and commercial summary with costs.

YOUR PATHWAY

- ☐ Complete academy
- ☐ Individual course parts
- ☐ Focused bootcamp
- ☐ Bespoke experiential day

IF SELECTING PARTS, TICK ONE OR MORE

- ☐ Part 1 - Transforming Team Communication
- ☐ Part 2 - Mission Mindset
- ☐ Part 3 - 5 Gears + 100X

IF SELECTING A BOOTCAMP, TICK YOUR INTERESTS

- ☐ 5 Voices ☐ 5 Gears
- ☐ Communication Code
- ☐ Discover Your True Personality

Contact name

Role

Company

Email

Team size

Preferred format

- ☐ Virtual
- ☐ Onsite
- ☐ Hybrid

Location / time zone

Preferred dates

Priorities / any access or delivery requirements

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[Email your selection](#)
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THE EVIDENCE BEHIND THE APPROACH

Relevant to how organisations invest.

Selected primary sources, reviewed September 2026. Select a source title to open the original.

1 / PRIMARY SOURCE

Google re:Work / Project Aristotle

Research on 180 Google teams identified five dynamics, with psychological safety first and dependability second. These findings inform our approach; they are not a guarantee of results in every organisation.

2 / PRIMARY SOURCE

Office for Nuclear Regulation / 2025

Its safety-culture model emphasises questioning assumptions, noticing weak signals, fair accountability, and feeling safe to report concerns that are then acted on.

3 / PRIMARY SOURCE

AHRQ PSNet / Speaking up and burnout, 2019

The authors report that willingness to speak up was associated with less burnout in a healthcare sample. This is an association, not proof of causation; it informs our focus on voice and wellbeing together.

4 / PRIMARY SOURCE

Skills England / Annual report 2026

Prioritises AI capability for leaders and managers. Employers want flexible training and clearer outcomes and return on investment. This supports our modular, output-focused design.

5 / PRIMARY SOURCE

BAE Systems / Report published 2025

Reported £230m invested in education and training in 2024, including almost £50m in graduate training. This is broad workforce investment, not a leadership-course price benchmark.

6 / PRIMARY SOURCE

Schneider Electric / FY2025 results

Reported 51,000 employees taking AI training in 2025. This demonstrates learning activity relevant to energy and digital infrastructure; it does not disclose the amount spent on that training.

7 / HSE: Work-related stress, 2025

Poorly managed stress can reduce productivity and increase staff turnover. We apply this alongside the team-culture evidence to focus on resilience, wellbeing and delivery.