

# Building a High Performance Culture



## The project

Blue Edge is helping Cross London Rail Links to build a high performance 'delivery' culture for Crossrail - the largest capital investment project in the UK.

The rapidly expanding, multi-organisational team represents both advantage and risk to the successful delivery of the Crossrail project. Blue Edge is using business psychology and teambuilding methods to deliver workshops and training events for Crossrail, to achieve a single vision and strategy, and change and enhance its operating culture through improved efficiency, focus and drive.

See below for a summary of Blue Edge's approach to overcoming these challenges.

## Methodology

There are five stages to the Blue Edge approach to building an effective team culture, shown in the diagram below. The overarching process defines how people behave, communicate, interact and how they perform in their jobs. Ultimately, the Blue Edge process ensures a high performance, sustainable team culture is built and maintained.



### Team culture diagnosis

- Establish strategy, vision and culture
- Gap analysis



### Preparing teams for change

- Change and comms plans
- Prepare staff for change



### Implementing team culture

- Leadership and operating styles
- Creating an efficient structure



### Embedding team culture

- Behavioural and skills training
- People systems and processes



### Re-evaluation, future planning

- Assess shift towards desired team culture
- Long term planning

## The challenges

The Cross London Rail Links organisation has been responsible for the development of the scheme and management of Parliamentary business pertaining to the Crossrail project for over a decade.

This team of around 150 needs to scale up to 10 times its original size in less than a year in order to commence detailed design and delivery of the construction project.

## Benefits

- More effective cross team working
- Enhanced cultural sensitivity
- Integration with the programme managers, designers and stakeholders
- Transition from a development culture to an efficient, delivery focused culture.