



PERFORMANCE
CLIMATE
SYSTEM



PROTECTION
VESSELS
INTERNATIONAL

CASE STUDY **SUCCESS** GLOBAL MARITIME SECURITY ORGANISATION

PROTECTION VESSELS INTERNATIONAL

PVI is focussed on the efficient delivery of high quality, cost effective security solutions for the maritime community, providing embarked armed guards to support anti-piracy.

Parent company, PGI is a leader in cyber security solutions as well as providing geopolitical risk consultancy, corporate intelligence services and an array of security training.

THE **CHALLENGE**

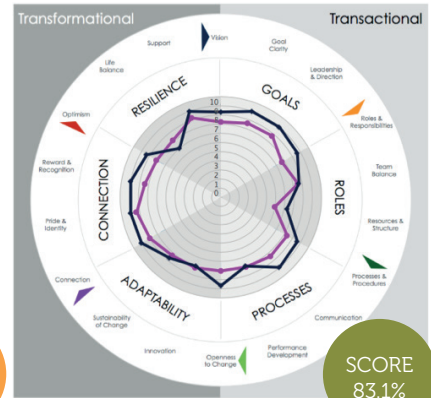
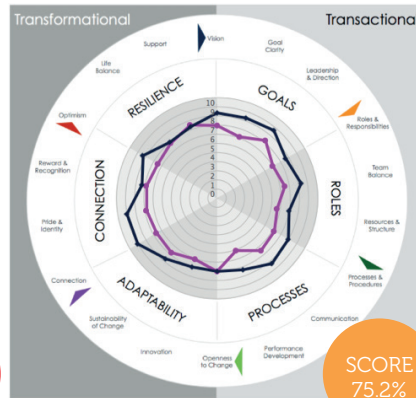
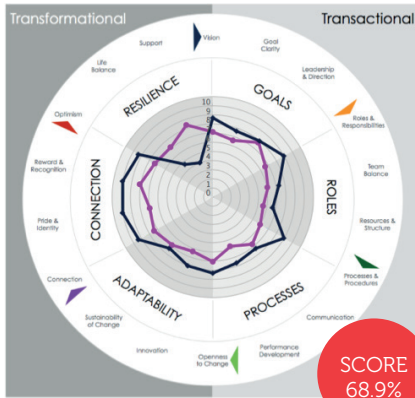
Following a major restructure of the Global Operations Team, PCS Partner Performance First were asked to support the Operations Director and their team with a series of coaching interventions to reform and improve the support they provide to clients and operational teams.

The Performance Climate System was chosen as the tool of choice to educate the team in high performance, enable effective communication and track changes in climate over time.

OUR **INVOLVEMENT**



CLIMATE IMPROVEMENT RESULTS



Alongside a leadership & team development programme, the images highlight the change in climate for one team as well as improved alignment in leader & team perception

— TEAM
— LEADER

RESULTS

- 20% improvement in Climate (69% - 83%) in 16 months
- Significant change in leaders and team's behaviour
- Profit margin improvement of 5% on operations
- Decrease in annual staff turnover
- Embedded culture of continuous improvement that didn't exist before

"The Ops team clearly demonstrated an improved ability to analyse their processes and self-correct. There is very much a culture of continuous improvement that didn't exist before, a better grasp of the commercial reality in which they operate and strong desire to work to clearly defined KPIs."

"PCS has been brilliant at improving team cohesion and overall performance. We've seen noticeable developments in the Ops team's ability to problem solve and continuously improve operational processes, cutting workload and leading to efficiencies in cost of sale. The tracking has given us measurable targets to keep the team focussed and on track; helping to visualise tangible progress."

James Hilton, Managing Director

UNLOCK YOUR TEAM'S POTENTIAL

Discover how the Performance Climate System can help your business and book a demo, contact us:

info@performanceclimatesystem.com
www.performanceclimatesystem.com