



# Tesco

Tesco is a British multinational groceries and general merchandise retailer. They have over 6,800 shops around the world and employ over 440,000 people globally.

## Business Need

Tesco needed to implement a new strategy to:

- Increase focus on client needs
- Become more competitive, through opening Tesco Extra stores

Key managers involved in the store development programme needed to become skilled team builders:

- Taking a team's performance to another level
- Delivering under pressure, in an environment where deadlines could not be moved

## Lumina Learning Solution



A Lumina Team programme was developed. It focused on:

- Self-understanding
- Increasing interpersonal awareness within the team

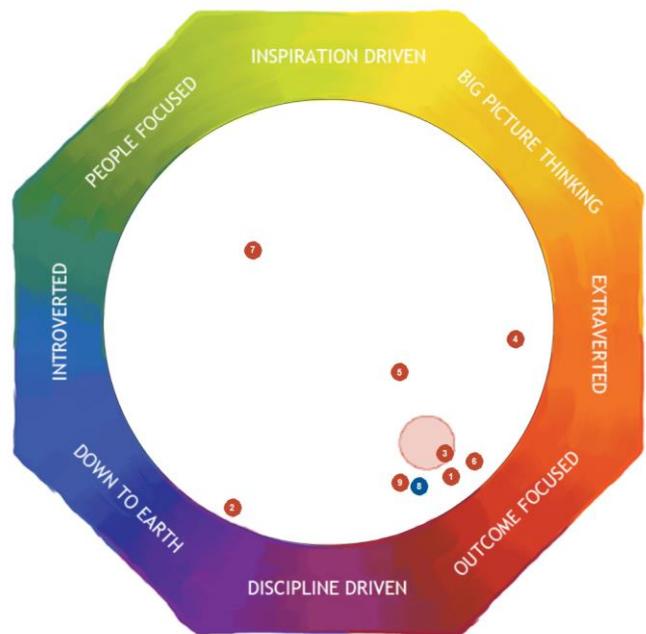
## Lumina Learning Case Study

The key competencies needed for high-performing teams were established. Lumina Spark and Lumina Team were utilised to facilitate this.

Team wheels were created based on Lumina Spark portraits.

Two-day interventions were implemented, plus a one-day follow-up which was run for the top team.

The programme is now being run for many of Tesco's teams.



## Results

Team communication competencies were successfully developed.

Many "crucial conversations" took place when faced with:

- Strong deadline pressure
- Difficult team dynamics
- Individuals needing to work with "opposite types"

The key manager became inspired and fully engaged through the Lumina programme and team performance visibly improved.

