

## EVENT NAME

Hoppers Crossing Sports Club

## EVENT TYPE

Country Retreat with FISH! & Team Building

## TIME FRAME

2 Days

## BRIEF

Hoppers Crossing Sports Clubs mission is to deliver excellence in sporting & social activities to their members, their guests & the local community by providing the very best facilities within a quality environment.

With a million dollar renovation on the horizon, some fresh faces on the team and a few well deserved promotions there was no denying that HCSC were facing a time of both change and excitement.



## OBJECTIVES:

Having worked together in the past; it only seemed natural to approach Corporate Challenge Events for some assistance managing this upcoming change. With an aim to be proactive rather than reactive HCSC had the following objectives:

1. Create a collaborative and supportive team culture that engages staff and consequently customers.
2. Maintain next level customer service during the transition period
3. Encourage team bonding between staff on a deeper level

## SOLUTION:

Working closely with the general manager from HCSC; CCE created, planned and facilitated:

- A two day offsite retreat away from the distractions of the club.
- A country retreat to encourage relaxation and a collaborative environment.
- A FISH! workshop tapping into the strengths and passions of participants.
- A cooking team challenge fostering fun, communication, and team bonding.
- A survivor team building event incorporating the FISH! practices.

## RESULTS:

- FISH! terms have become a common language: they're part of employees' regular communication with one another. When someone orders 4 pots; staff will call ' 4 pots!'
- Overall staff relationships have improved on a deeper level.
- Staff are more interested in each other's wellbeing.
- The introduction of a monthly FISH! meeting with a focus on a different practice each month to encourage permanent long term results.

## THE CLIENT SAID

"The Corporate Challenge Events team, led by Anita, were the ultimate professionals who made our FISH! experience fun & engaging. WELL DONE!

George Csifo- General Manager