

ESM CASE STUDY: CONSTRUCTION

Award winning concrete and forming construction company puts employee safety and performance first

CLIENT PROFILE

- They are a concrete and forming company with an emphasis on a family environment that encourages the growth and success of its members
- Focus on industrial, commercial, institutional, and high-rise residential sectors
- 500+ employees

WHAT OUR CLIENT HAD TO SAY

"ESM has saved us time and money in implementing a comprehensive and high level Performance Feedback & Review Program."

- Director of Operations, REIMAR Forming & Construction



THE SITUATION

This medium-sized construction company is experiencing rapid growth and expansion, resulting in higher work demands for project managers and coordinators, risking performance levels that could delay project timelines.

OUR APPROACH

1. Identifying Gaps with Performance Pulses

We conducted Performance Pulses to evaluate risks and gather feedback directly from employees. These assessments revealed critical areas for improvement, including the need for a structured feedback program and better cross-department communication.

2. Implementing a Performance Review Program

Working alongside senior management, we designed and launched a biannual Performance Review Program. This initiative provided clear feedback, career growth opportunities, and aligned project coordinators and managers with the company's strategic direction.

3. Standardizing Communication with Targeted Training

We developed a tailored communication training program focused on bridging gaps between project and field teams. By standardizing processes and optimizing communication structures, we minimized miscommunication and improved efficiency across departments.

THE RESULTS

- **Improved Communication:** Streamlined processes reduced miscommunication between project and field teams, enhancing collaboration and reducing delays.
- **Structured Growth Opportunities:** Employees now receive biannual feedback, empowering them with actionable insights to grow in alignment with company goals.
- **Enhanced Team Performance:** Standardized training and processes allowed project teams to handle increased workloads without compromising quality or timelines.