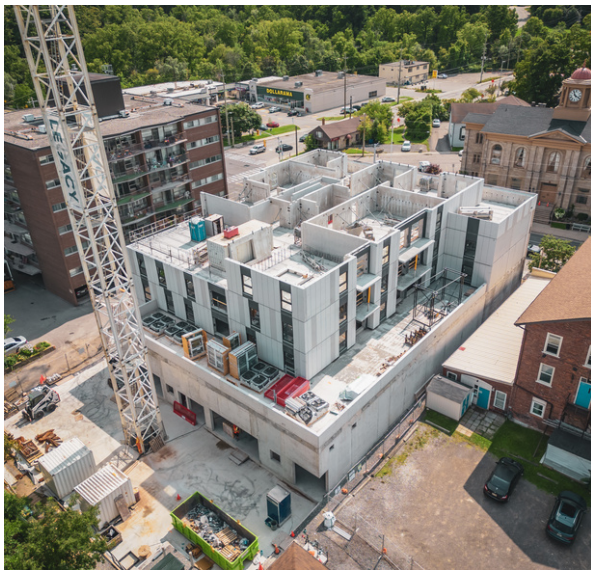
ESM CASE STUDY: CONSTRUCTION

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



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.

THE SOLUTION

We are working alongside the Director of Operations and Senior Management to identify risks to performance, then develop an internal training program to develop standardized processes, transfer knowledge, and share best practice to improve performance of field and project management teams.

THE ACHIEVEMENTS

Performance Pulses

We are conducting Performance Pulses to evaluate risks to performance, and speaking with employees to identify specific challenges during daily work tasks.

Performance Review Program

Through the Performance Pulses, we identified that a Performance Review and Feedback Program was missing and preventing performance and growth of the Project Management Teams. We worked with Senior Management to design and implement a biannual Performance Review Program to provide feedback and growth opportunities for Project Coordinators and Project Managers in alignment with Management's strategic direction.

Performance Training

Based on feedback received in the Performance Pulses and the Performance Review, we identified that communication across departments and roles could be improved. We worked with Senior Management and Senior Staff to develop a tailored training program focusing on standardizing and optimizing the Communication Structure across the organization, specifically focusing on reducing miscommunications between Project and Field teams.