

Case study – Team development for a cathedral clergy team

What was needed?

Following a period of change at a large cathedral, the clergy who worked together became aware of some challenges between them. While they respected and valued each other, their differing work patterns and diverse styles meant that their sense of ‘team’ had faded and this inevitably led to miscommunications and frustrations. As ordained colleagues, they were keen to support each other’s ministries and, in particular, develop a greater sense of accountability and alignment between their roles. Recognising that fractures between them impacted other staff, they approached the HR External Services team for support.

What support was provided?

Initially, the facilitator met with each person to explore the challenges and also their hopes for the team. These insights informed a two-day team coaching event where individuals shared their vocational journeys, their values, strengths and development areas. This led to deeper conversations about differences and tensions between roles and allowed honest discussions about changes in how they worked together.

What was the impact?

Having open conversations about the value of differing styles and roles enabled a greater connection and a new level of trust between the colleagues. In addition, they also reported a lessening of tensions and a new sense of identity as a clergy team, keen to serve the ministry of the cathedral together.

