

Case story

Mayo Wynne Baxter: Positive Performance



Background

Mayo Wynne Baxter are a leading law firm in South-East England, with many office locations. There were differences noted in the approach to performance management culture in different locations. This was causing some confusion and a lack of clarity around people's understanding of their own performance and how best to discuss performance with managers and teams.

Our approach

Working with the People Team, we implemented the 'Positive Performance from People' programme. The aim of the programme was to refresh the approach to performance culture. Our approach was to upskill managers and leaders to have great strengths-based performance conversations, equipping them with the tools and skills to build relationships and empower and motivate performance.

Mayo Wynne Baxter felt that employing a strengths-based approach would provide them with more consistency across the performance management cycle. The approach also focuses on the positive rather than the negative qualities of our people, which helps to motivate and encourage us to maximise performance.

The programme kicked off by opening up conversations with everyone across Mayo Wynne Baxter. This was followed by skills-building workshops around strengths spotting, coaching and giving strengths based feedback, helping keep people focused on a positive performance culture.

The impact

"It has been great to have the opportunity to reflect on how we can use our strengths to continuously improve our performance and the way we work. We really like the concept of empowering people to identify their own strengths enabling them to have conversations within their teams as to how to maximise the use of their strengths within the team."

Chris Randall, CEO Mayo Wynne Baxter

Bailey & French.

Facts

When focusing on strengths, there is a 36% increase in performance. Which means before, an employee was generating £1, when focusing on strengths they'll generate £1.36

Deloitte, 2020

Strengths use has been found to be an important predictor of wellbeing, leading to less stress, increased positive affect, vitality and self-esteem

Gallup, 2012

Only 14% of employees strongly agree that the performance reviews they receive inspire them to improve

Gallup

Feedback

"We like that this approach focuses on the positive rather than the negative qualities of our people, which helps to motivate us and maximise performance."

"We loved the positive impact the strengths approach had on Wellbeing at Mayo Wynne Baxter"

"We liked that Bailey & French are expert practitioners in Positive Psychology, using evidence-based research, tools and activities to apply in our situation. It met all the needs we identified"