



# Case Study

## Wrap

### WRAP – Adopting the Jigsaw@work® Discovery Tool

#### Background

WRAP (Waste & Resources Action Programme) works with individuals, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change. They work with partners to create the case for change, support change and deliver change.

Marking the Learning at Work Day 2008, Eileen Anderson, Head of HR at WRAP, and her team organised for employees to take part in mini Jigsaw workshops. These sessions provided the perfect opportunity for teams to sample the Jigsaw@work® Discovery Tool and to better understand the workshops, which were to be facilitated by Eileen during 2009.

Eileen comments: "During the Learning at Work Day everyone was impressed and excited about the sessions delivered by Jigsaw@work®, this enthusiasm combined with the results from the day led the business to purchase a Jigsaw@work® licence and for me to take part in the facilitators programme."

#### Company wide initiative

Spurred on by the enthusiasm from the workshops and armed with comprehensive resources and a training manual, the HR team set about publicising the Jigsaw@work® programme as part of individual, team development and team away days.

The Executive Team were early participants in a workshop, which was used to explore how the team communicated as a whole and as individuals. Delivery to every directorate and many of the teams within followed.

#### Integrating into working practices

Following the success of the team training the 'Jigsaw' has been used in many different ways, routinely with individuals as part of their induction, with line managers in facilitated one-to-one's, team building and business planning away days.



#### Results

*"The Jigsaw@work® Discovery Tool has played a key role in our team development activities. Delegates and teams build their own jigsaws and use this as tool for discussion and planning – addressing how they can communicate better with each other and as a whole."*

*"As you walk through our organisation you can see individual profiling cards attached to pin boards, or a digital picture taken of their team jigsaw – each is a simple but effective reminder of the sessions."*

*"The jigsaw is universally accepted. It is a friendly, accessible and light-hearted learning tool, which is also effective and having a positive impact on our organisation."*



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