

CASE STUDY

thriv

Lead2act

Leadership in Action

Positively Influencing People and
Teams in Everyday Work

1 Context & Client Challenge

Recognising that people make the difference in organisations and that leaders are catalysts for change and inspiration for best practices, an insurance company identified the need to strengthen the consistency and quality of leadership exercised daily.

Despite the existing technical competence across all managers, significant variability was observed in critical dimensions:

- Adjustment of communication to different
- Creation of psychological safety
- Action on individual motivations
- Consistent use of delegation and feedback
- Clear definition of objectives and accountability
- Balanced exercise of influence and authority.



The objective was not merely to develop competencies, but to consolidate a common leadership language and consistent leadership practices across the organisation.

2 The Solution

Thrive Partners Approach

Thrive Partners designed an immersive experience structured around four moments, combining organisational simulation, behavioural self-diagnosis and practical tools for immediate application. The focus was on transforming awareness into observable behaviour.



1 Moment 1: Leadership as Process

Through the Com.Fusion, PLC simulation, participants assumed responsibility for managing an operation with structural flaws. The immersive experience clarified the leader's field of action, highlighted the impact of decisions on results and structured the leadership process in everyday work.

2 Moment 2: Communication and Influence (MBTI)

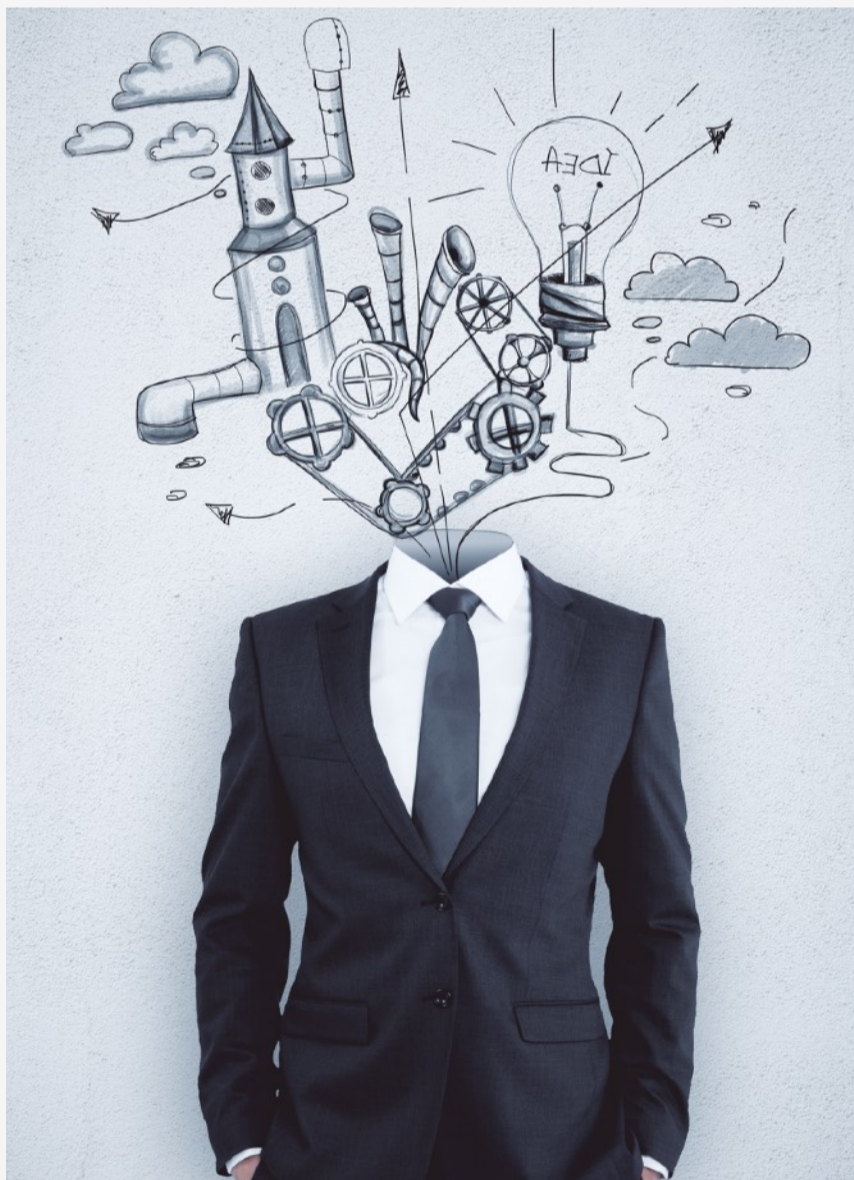
Through self-awareness and behavioural adjustment work, with a focus on adapting communication, managing conflict and reading collective team patterns. This moment was preceded by all participants completing the MBTI Behavioural Preferences Questionnaire.

3 Moment 3: Day-to-day Leadership

Through understanding the two critical variables of the situational leadership model:

- Flexibility (frequency of use of the four leadership behaviours);
- Effectiveness (accurate diagnosis of the employee's competence and commitment level for each task),

followed by the appropriate adjustment of leadership behaviour and integration of motivational and communication dimensions in the way each behaviour is delivered.



4 Moment 4: Leader's Toolkit

Through practical application of four essential tools:

- Team Skill Mapping
- Motivational Structure Grid
- Feedback & Feedforward
- Delegation with Accountability.

Each participant left with instruments immediately applicable in their own context.

3 Critical Success Factors

The programme's success was built upon five structural pillars:

- **Simple, integrative and easily communicable model**
- **Strong alignment with the employee lifecycle**
- **High level of pragmatism and focus on day-to-day leadership**
- **Active leader involvement and connection to organisational context**
- **Toolkit composed of immediately usable tools.**



4 Results & Impact



The Intervention enabled:

- Reinforcement of behavioral consistency among leaders;
- Increased clarity in goal definition
- Improvement in the quality of internal communication
- Reduced risk of burnout and demotivation;
- Reduction of reactive behaviors
- Consolidation of a common leadership language
- Alignment of practices with organisational vision, mission and values

By acting simultaneously on awareness, robust diagnosis and practical tools, it was possible to connect leadership to performance in a structured and sustainable way.



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