

# Water For People Case Study: To Support Organisational Change

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**WATER FOR PEOPLE**  
**EVERYONE FOREVER**

# Supporting Organisational Change

## Background

Water For People, a non-profit international development organisation that operates in 11 countries, exists to promote the development of high-quality drinking water and sanitation services.

An operational and cultural shift is required if they are to succeed on transitioning from an organisation with a turnover of \$20 million to \$60 million, in just five years.

## Solution :

Water For People used The GC Index<sup>®</sup> to support the cultural change and improve employee engagement.

The GC Index<sup>®</sup> team ran a series of workshops for Water For People, focusing on the teams' individual and collective impact.

The programme was structured in such a way to ensure everyone has a clear understanding of:

- Overarching business and individual team goals
- What their team needs to do to support objectives – the collective impact
- Their role and other's role in achieving team and business goals – individual impact

Over 40 people carried out The GC Index<sup>®</sup> assessment to gain a better understanding of how they make their impact as an individual, how others contribute and the collective team impact.

Each team, including the leadership team, explored what they want to be renowned for and how they can go about achieving this based on the contribution each person in the team makes.

The GC Index<sup>®</sup> created a framework and language for the team to share how to get the very best impact from one another. This enabled individuals to have an honest and open discussion about the activities that energise them and those that really zap them of energy.

The programme is now in the process of being rolled out across all teams across Water For People.

At the end of the programme each team presented their challenges to the Board and one team got chosen to implement their idea. This year the focus is to seek competitive advantage through big data.

## Results:

Water For People is changing its approach to the recruitment and performance of teams and this is starting to transform the way the organisation is managed – people are recognised for the real contribution they make.

Real insights into how people make their impact is leading to improved collaboration. It is also helping create better-informed decision making and impact-based talent management decisions, which is allowing Water For People to create sustainable teams in communities to deliver clean water and sanitation.

The team is now in the process of rolling The GC Index<sup>®</sup> out to all of their employees around the world.

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“The GC Index<sup>®</sup> is a powerful tool to identify and optimise different leadership styles required to drive change. It provides a common language and platform of how we each contribute and it is key to helping us be a game-changing organisation.”

**Eleanor Allen – CEO, Water for People**

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“It has been so great working with the team, it has given everyone so much confidence and they are all talking GCology to get things done.”

**Mike Ksenyak – HR Manager, Water for People**

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# CONTACT US

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**The GC Index Ltd  
3 Waterhouse Square  
138 Holborn  
London  
EC1N 2ST  
UNITED KINGDOM**

**[www.thegcindex.com](http://www.thegcindex.com)  
[discover @thegcindex.com](mailto:discover@thegcindex.com)  
**+44 (0) 20 7637 2500****