



Case study: Strengthening team communication and workplace boundaries through training

When businesses go through change, it can put real pressure on team dynamics, communication and workload management. For one global data and technology company powering opportunities for people and businesses around the world, that pressure became the prompt to invest in their people and reset how their team worked together.

Having partnered with Odyssey Training previously, the organisation engaged them again to design and deliver a tailored, high-impact training solution for their team.

THE CHALLENGE

Internal changes within the business created a need to reset team dynamics and ways of working. The organisation wanted to ensure their people could work more effectively, both independently and as part of the wider team.

Key priorities included:

- Improving communication between team members and management
- Increasing self-awareness and understanding of different working styles
- Establishing healthy workplace boundaries
- Strengthening time management and workload control

THE SOLUTION

Odyssey Training designed and delivered a tailored one-day program focused on:

- **Effective People & Communication Skills**
- **Time Management**

The program incorporated personality insights, practical frameworks and facilitated discussions to help participants better understand themselves and how they work with others.

A key component was creating a safe, engaging environment where team members could openly discuss challenges, reflect on their working styles and build stronger relationships with their colleagues.

WHAT MADE THE TRAINING EFFECTIVE

Four elements drove the success of this program:

- A highly tailored approach aligned to the organisation's specific team needs
- An experienced facilitator who connected quickly and authentically with participants
- Real-world examples that encouraged honest discussion and genuine reflection
- A practical focus on behaviours that could be applied immediately after the session

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THE RESULTS

Following the training, the organisation observed meaningful improvements in how their team worked together:

- Stronger, more open communication across the team
- Improved interactions between staff and management
- Greater confidence in setting boundaries and managing expectations
- Increased ability to prioritise work and manage workloads effectively

Team members are now better equipped to collaborate, communicate clearly and maintain sustainable ways of working even as the business continues to evolve.

THE OUTCOME

For a global organisation where collaboration and communication underpin everything, investing in people skills delivers results that go far beyond the training room. By partnering with Odyssey Training, the organisation reset how their team communicates, collaborates and manages work, creating a more effective and sustainable working environment for the long term.



From start to finish, amazing. The team understood exactly what we needed and delivered a program that truly resonated. The facilitator connected with the group immediately, using real experiences to encourage open discussion. We would absolutely work with them again across any level of the business."

- Program participant

ABOUT THE CLIENT

Our client is a global leader in data and technology, helping organisations redefine lending practices, prevent fraud, simplify healthcare and deliver smarter digital solutions. With operations spanning multiple markets and disciplines, effective teamwork and communication are critical to how their people deliver results every day.

Looking to strengthen communication and team dynamics in your organisation?

For more information, visit www.odysseytraining.com.au or talk to our team:

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