

Easy Jet Case Study – by Anne Hathaway.

easyJet found the efficacy of the Thinking Environment to be a key ingredient in building its high-performance culture.

Chris Goscomb, then Head of People and Organisational Development, and Anne Hathaway, Thinking Environment Consultant and executive coach, said:

The initial challenge was to build a diverse group drawn from cabin crew, pilots, sales, administration and management into a high-performing team.

In less than a year, this team was regarded by Senior management as a constructive way of getting valuable ideas from the front line. It also implemented many ideas that positively influenced the culture.

Because of this success, we set up representative bodies of employee groups. Those with a Thinking Environment were measurably more effective. One notable success was the Pilots Council where the Thinking Environment rapidly produced productive cooperation between pilots and managers. One Pilot said, “I couldn’t believe things could be so different so quickly.”

Nathalie Jenkins, HR Director for easyJet said, ‘Six years later the Thinking Environment continues to be practiced effectively.’