



# SMALL LAW FIRM BUILT A THRIVING TEAM

And doubled in size in 5 months!



# Problem

The partners in our firm had high expectations of growth, but we found with every person we employed, someone left. We did not understand the problem, but realised it was crippling us, both financially and emotionally. We were searching for one thing to put aside our differences so we could get on with our work, and not spend our time recruiting and training up new people.

# Transformation

We knew throwing money at recruiting continuously wouldn't solve the problem, and we had to retain the talent we had. We knew the problems wouldn't go away. We needed to create an environment where our associates thrived, not just survived. We took Nova's recommendations to heart, implementing: 1. Group Coaching Programmes where leaders and teams received expert training and continuous coaching to improve communication, collaboration, and positivity. 2. Mentorship Programmes: As suggested by Nova, the Senior Partners were paired with junior colleagues, fostering guidance and support both ways. This developed a culture of psychological safety and trust. 3. Company Wide Development Days: With Nova Associates we mapped out development days to ensure everyone is on the same page, equipping everyone with the latest information and best practices. They were also loads of fun.

# Solution

Instead of waiting until we received yet another resignation, we decided to call upon the Nova Associates team of People Continuity Experts to dig deep to understand why people were leaving. Our partnership with Nova Associates, involved them conducting confidential staff retention audits. Not only were insightful surveys conducted, but Nova Associates also presented a detailed report revealing hidden issues festering beneath the surface. They then gave us ideas for actions, in which we worked together to undertake. The problems we actioned included:

- Lack of collaboration and communication between teams breeding frustration and isolation.
- Ineffective management styles creating a negative culture, leaving associates feeling undervalued and unsupported.
- Limited career development opportunities stifling ambition and enthusiasm.



# Outcome

The impact was astounding. The firm is much better off, as we are more engaged and regulated. We are more interactive in our work, we laugh more, and our productivity has increased dramatically. We have managed to double our headcount, and triple our profits. As well as doubling our headcount, we experienced a 90% reduction in staff turnover, meaning we continued relationships with not only our colleagues, but also our clients. But the true win lies in the vibrant, engaged legal team we've built. It's not just about the money, though saving hundreds of thousands is certainly a welcome side effect. Our transformed culture allows us to attract and retain top talent, delivering exceptional client service, and achieve sustainable growth.

# Key Takeaways

As a small law firm, we were able to double in size in five months by addressing the root causes of employee turnover with the guidance of Clare and the team of People Continuity Experts at Nova Associates. For us, the root cause included a lack of collaboration, ineffective management, and leadership leading to a toxic culture.

Another core takeaway was the value of having confidential staff retention audits, run by the team at Nova. It helped to have people conducting these audits who were outside consultants as they could dig deep to identify the hidden issues that were contributing to employee turnover.

Since completing the programmes with Nova Associates, we have found that a thriving team culture has led to a number of benefits, including improved performance, increased productivity, reduced employee turnover, and improved client and colleague relationships. If you want a similar outcome, you should contact the team at Nova Associates.



At Nova Associates, we're more than consultants; we're your partners in creating a stable, thriving workplace. With years of experience and a track record of success, we've helped leaders like you transform their teams, reduce turnover, and build a culture of loyalty and engagement.

## CONTACT US

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