



BESPOKE SOLUTIONS

Driving Change Confidence with Bee Fusion

A multi-billion-pound retailer's retail delivery team saw 75% higher colleague engagement during store refits after just one day of bespoke Bee Fusion training. By blending Lean Six Sigma tools, change management skills and hands-on consultancy, the team became more confident in leading change, engaging store colleagues and embedding CI thinking into their projects.

The Challenge They Faced

The retailer's retail delivery team were under pressure to:

- Improve how projects and store refits were delivered at pace
- Engage store teams more effectively through disruptive change
- Adopt a continuous improvement mindset in day-to-day work
- Build influencing and storytelling skills to secure buy-in from store and regional managers

The team leader had prior Lean Six Sigma knowledge and wanted DMAIC-based structure from Yellow Belt, without the heavy stats, plus practical tools on influencing behaviours and leading change.

Our Solution

Bee Fusion shaped a bespoke 1-day course around their world:

- From Yellow Belt: structured DMAIC problem-solving, adapted to property and refit projects
- From Business Skills: storytelling, influencing and change management techniques.
- From Consultancy expertise: tailoring all examples, activities, and exercises to live projects
- The session mixed in-room activities, role-play influencing conversations and collaborative work on a current project, ensuring every learning point was directly relevant.

Hurdles We Worked Through

- Nervousness about tackling resistance from store teams
- A tendency to default to "delivery mode" without engaging colleagues
- Limited confidence in influencing upwards to senior leaders
- By embedding tools into their own live projects and practising conversations in a safe space, the team built confidence and saw how CI principles could make change easier, not harder

The Difference It Made

- 75% higher colleague engagement reported during store refits
- Store Managers felt more supported and fed back positively at the end of projects
- Project teams grew in confidence – able to deal with resistance, influence upwards and bring store colleagues on the journey
- CI thinking began to underpin how projects were planned and delivered, setting the stage for smoother, more successful rollouts

Keeping the Momentum

Bee Fusion gave the team more than just a toolkit – it built their confidence as change leaders. With stronger engagement, clearer communication and a CI mindset, they're now better equipped to deliver property projects and refits that land smoothly and leave a lasting impact.

Client Details - Multi-billion-pound UK food retailer, retail delivery team..