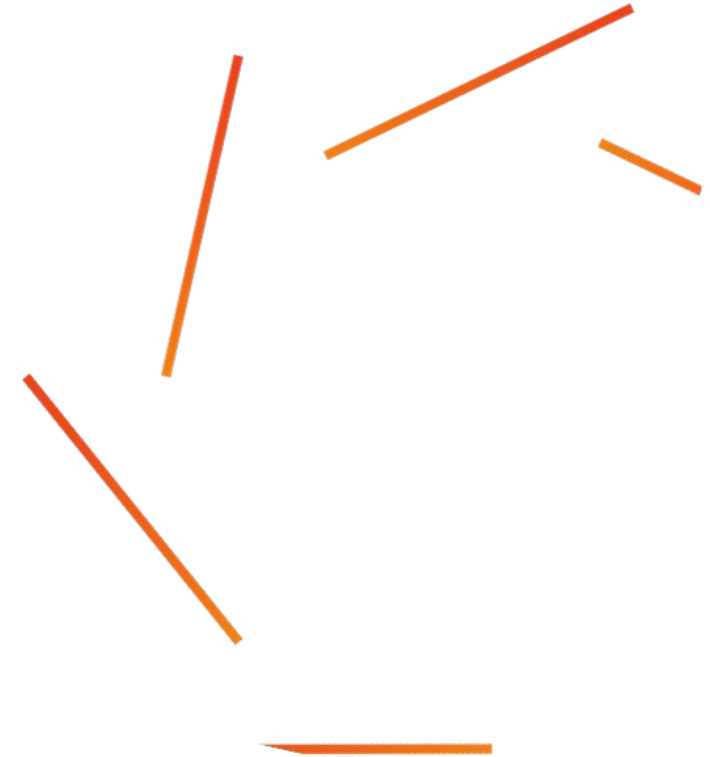


Business Transformation Service Offerings

High Performing Team Development
Service Definition Document

Sopra Steria



About Sopra Steria

Sopra Steria, a major Tech player in Europe with 50,000 employees in nearly 30 countries, is recognised for its consulting, digital services and solutions. It helps its clients drive their digital transformation and obtain tangible and sustainable benefits. The Group provides end-to-end solutions to make large companies and organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a collaborative approach. Sopra Steria places people at the heart of everything it does and is committed to putting digital to work for its clients in order to build a positive future for all. In 2024, the Group generated revenues of €5.8 billion.

The world is how we shape it

Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) –
ISIN: FR0000050809

For more information, visit us at www.soprasteria.com

50,000

employees

€5.8bn

2024 revenue

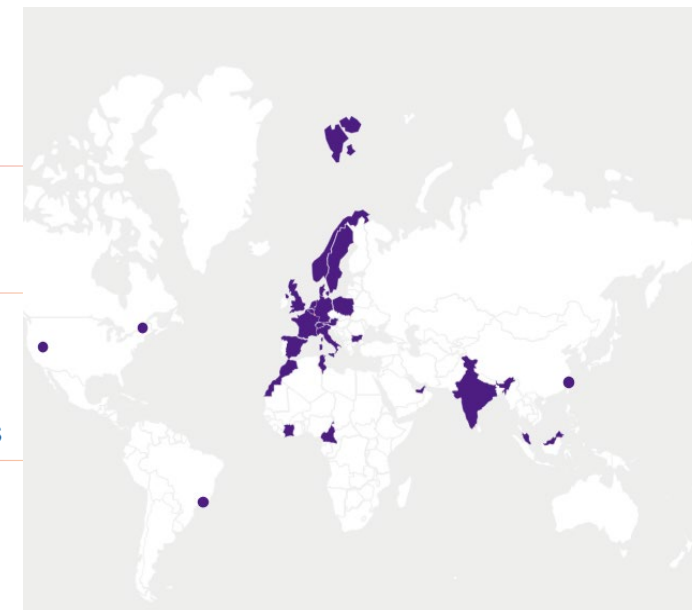
Top 5

European digital
services companies

In nearly

30

countries



About Sopra Steria Next

Some of our Clients



Sopra Steria Next is the consulting arm of Sopra Steria, a European leader in technology and transformation with over 55,000 employees in 30 countries.

We believe that success comes when you put people first. We help organisations to meet their goals by focussing obsessively on the needs of their customers: to perform better by empowering employees; and to win trust by being responsible corporate citizens.

We're driven by what's next. Technology offers opportunities to address our most important challenges. We enable large, complex organisations to innovate with next generation technology and data-driven insight.

For our clients, we blend business and technology expertise to deliver end-to-end transformation. Our consulting insight accelerates the pace of implementation. That's because our advice draws on the user centered design capability of [CXPartners](#) and is grounded in Sopra Steria's experience of what it takes to run cutting edge services at scale.

In government, financial services, security, and commerce: we re-imagine the organisations that shape everyday life in the UK.

“Sopra Steria not only partnered with us to deliver the technology but also used a human-centric business change approach ensuring those utilising the service were prepared, trained and ready to realise the benefits.”

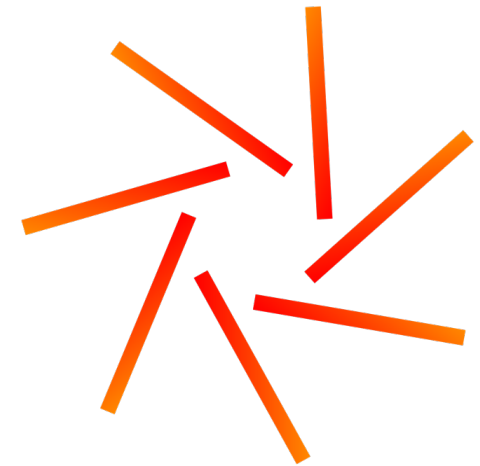
Blaine Pritchard
I-LEAP Programme Manager
Home Office Digital – PPPT

About Business Transformation Consulting

Helping to drive positive change and make public sector services better for our citizens is at the core of everything we do. Whilst technology is a key enabler to making this happen, taking a human-centric approach to transformation delivers far more successful transformation outcomes.

Our Business Transformation consultants at Sopra Steria Next do just that and our human centric approach is more than a theory, it is at the core of how we think, what we do, and how we partner with clients. We build genuine partnerships with organisations, bringing our unique business change, business case and benefits management and target operating model skills and approaches to bear.

We use innovative tools, methodologies and deep experience to help you simplify complexity and drive lasting change.



We are open to innovative engagement models and – subject to project context – would welcome the opportunity to work with you to identify output or performance based risk/reward mechanisms for aspects of our services.

Please refer to the Pricing Document for this Service.

High Performing Team Development

Building high performing teams to drive your Cloud implementation

Public sector teams face increasing pressure to deliver essential services amidst shifting priorities, reduced budgets, and growing demands.

Common challenges include unclear roles and responsibilities, ineffective collaboration, inconsistent performance without shared purpose, and skill gaps affecting decision-making.

Our service provides clarity and cohesion, clear roles, improved skills, and stronger teamwork.



Service features

- Team diagnostic and insights session
- Structured team assessment using a strengths and skills diagnostic
- Helping team members develop role clarity and sense of purpose
- Supporting the development and maintenance of psychological safety
- Leadership coaching linked to team delivery outcomes
- Team coaching focused on goals, behaviours, and delivery practices
- Workshops covering collaboration, communication, and decision-making
- Helping teams constructively explore their relationship with its leader
- Developing the skills of co-coaching and effective peer challenge
- Working with ethical dilemmas in high quality decision-making
- Dealing positively with friction and conflict.

Service benefits

- Clear roles and ways of working that reduce duplication/hand-offs
- Significantly increased levels of engagement by aligning team member values
- Encourages psychological safety and innovative working practices
- Builds self-efficacy in individuals and fosters autonomy
- Encourages dignity at work and fosters diversity of thought
- Speeds up outcomes, delivers value faster, more successful change
- Increases consistency and quality in governance of transformational change
- Builds up individual and collective resilience when things go wrong
- Underpinned by decades of research into team dynamics
- Delivered in partnership with leading business psychologists and coaches.