

One Project. Seventeen Parties. One Way of Working.



COMPANY OVERVIEW

- **Industry:**
Infrastructure, public-private partnership, construction consortium
- **Scale:**
Three levels of government, three provincial agencies, two municipalities, six primary consortium companies, plus public utilities, external partners, sub-trades, and outsourced providers
- **Scope:**
Full project team from senior management to field supervisors across all consortium partners
- **Duration:**
18-month impact period
- **Region:**
Ontario, Canada
- **Program Format:**
Five collaboration modules delivered in-person, then pivoted to live online within three months due to COVID

THE CHALLENGE:

Strategy was aligned at the top of the Hurontario LRT consortium. At the working level, more than a dozen organizations were still operating by their own standards. Each partner had its own norms, its own definitions of success, and its own interpretation of shared priorities. And the gaps between them were creating friction across interfaces that delivery quality, timelines, and public trust could not afford.

THE SOLUTION

- Eagle's Flight convened senior stakeholders across all consortium partners to define the specific behaviors and working norms the project required, before designing anything.
- A custom-built for the engagement collaboration program was built for the realities of large P3 construction: multiple employers, long time horizons, distributed accountability, and high-stakes delivery pressure.
- Five practical collaboration modules were delivered to every project team member and partner, from senior management to field supervisors, ensuring the same expectations cascaded to every level.
- When COVID ended in-person delivery, Eagle's Flight pivoted the entire program to live online within three months, preserving continuity across the consortium without disrupting rollout.
- Retention tools, application activities, and measurement mechanisms reinforced the collaboration principles beyond the sessions and helped create shared SOPs across partner organizations.

THE RESULTS:

- Common language and culture around collaboration and teamwork established across the full consortium within 18 months.
- Shared SOPs created across consortium partners, reducing interface friction and interpretation gaps.
- Improved ability to identify operational differences and close gaps before they escalated.
- Greater senior-level cohesion, better resource allocation, and more balanced use of expertise across the project.
- Increased awareness and consistent application of collaboration principles from executive level to field supervisors.

KEY METRICS:

- 18-month impact period with sustained behavior change across the consortium
- Full participation from senior management to field supervisors across all partner organizations
- Shared SOPs created across consortium partners
- Program pivoted from in-person to live online delivery within three months due to COVID