



Case Study: Telecommunications

CLIENT PROFILE:

Leading Communications company

INDUSTRY:

Communications

LOCATION:

Global company, Canadian division

TEAM TYPE:

Sr. Leadership; Client Services

TEAM SIZE:

16

SITUATION:

- > Consumed with day to day operations; some 'silo' mentality.
- > Perception that there was not enough time to collaborate.
- > Lack of focus on strategy; too much focus on tactical.
- > Limited by resource and budget constraints.
- > Room to improve relationships with other teams in the organization.

Business Improvements

- ▲ **+7% Productivity**
- ▲ **+6% Positivity**

SYNOPSIS:

Following four years of extensive change and growth, there was a solid, stable senior team in place. Building on this foundation, the team wanted to shift into an even higher level of impact.

Through the **Team Diagnostic™**, the team recognized their strengths in the areas of 'drive for results' and 'commitment to success'. They were also aware they could easily focus on their own 'silo' of clients and individual priorities, for which they often felt a lack of needed resources. They also knew they could be even more successful if they found a way to work more effectively with other client teams and with the company's shared services (e.g., IT).

Through focus and coaching, the team improved their focus on the strategic big picture and making time for constructive collaboration, celebration, and mutual learning. They also chose to 'cascade' their learning through their own teams.

Record results in the concurrent fiscal year were achieved.

- > Daily use of team agreements.
- > "7 to 1" reinforcing vs redirecting feedback.
- > Celebrations; Recognition programs.

APPROACH:

- > The program lasted 5 months.
- > Pre- and post-program measure was the **Team Diagnostic™** and the 14 factors of Productivity and Positivity.
- > Baseline results were followed by a series of team leadership coaching sessions providing additional insight, learning and actionable steps.

RESULTS THE TEAM REPORTED:

- > The Client Services Leadership team is an extremely high-performing, talented, high-energy and dedicated team.
- > This Management team process has done wonders to break down the silos.
- > As empowered leaders in the organization we can be the architects of our own destiny.
- > There are no barriers to going to the next level of success and performance — simply the right opportunity.

Highlights

+7% Productivity

Resources +18%

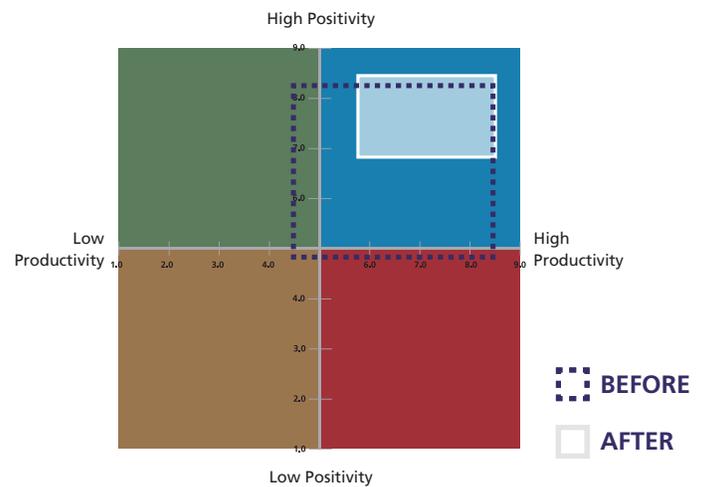
Proactive +8%

+6% Positivity

Constructive Interaction +13%

Communication +10%

Benchmarks



For more information on achieving an **average 20% improvement** in Productivity & Positivity conditions using the **Team Diagnostic™** please contact us at:



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