



Case Study: Education

CLIENT PROFILE:

Large University

INDUSTRY:

Education

LOCATION:

Cambridge, MA

TEAM TYPE:

Senior Management:
Departmental Leadership

TEAM SIZE:

4

SITUATION:

- > The team was responsible for leading the functions within a department that historically had worked in silos.
- > They lacked a cohesive leadership vision and plan.
- > Their staff was not engaged in a shared vision.
- > Turf protection, trust and communication issues were common on the team and in the department.
- > There was a culture of "us versus them" and "mine versus yours."
- > The team needed to improve their "unity", and model this culture and the benefits of it to the rest of the organization.

Business Improvements

▲ **+24% Productivity**

▲ **+32% Positivity**

SYNOPSIS:

This senior leadership team was aware of their role and responsibilities in the success of the department and the organization. They knew they needed to change the way they worked together, in order to change the organization around them.

The "silos" weren't serving them any more, and were creating dynamics on the team and in the department that were getting in the way of the results they knew they needed to achieve.

Creating a shared vision as a team and shared goals for the department enabled them to align their resources and follow through on their plan.

The team coaching process helped them break down the silos, and see themselves as a unified team who could accomplish their shared vision.

As one team member simply put it, "We are able to get a lot done very effectively and with little fuss."

APPROACH:

- > The program lasted nine months.
- > Pre- and post-program measure was the **Team Diagnostic™** and the 14 factors of Productivity and Positivity.
- > The report was revealed to the team in an offsite session, followed by monthly team coaching sessions.

RESULTS THE TEAM REPORTED:

- > Our team has built on the lessons from our first meeting and we now have a very clear sense of how we want to work together.
- > We have the talent we need to succeed. We have done a much better job of getting out of our own way to put this talent to use.
- > This team building is a success. Just look at the change from Day 1 to now.

Highlights

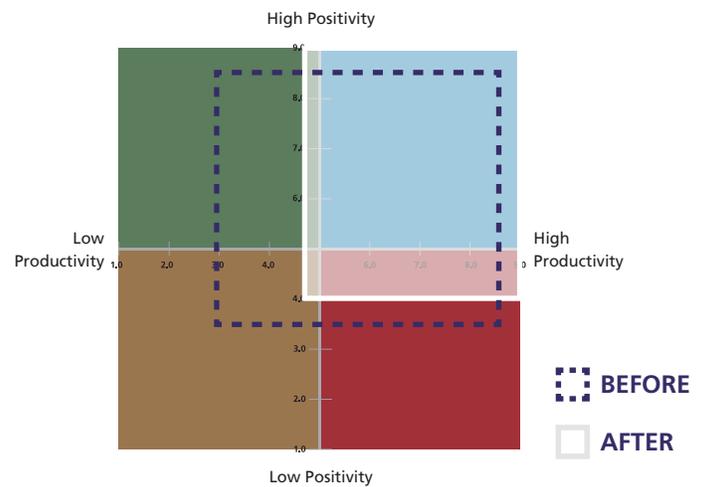
+24% Productivity

- Accountability +36%
- Resource Management +35%
- Alignment +34%
- Goals & Strategies +26%

+32% Positivity

- Respect +60%
- Optimism +45%
- Constructive Interaction +35%
- Trust +32%

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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