



## Case Study: Energy

### CLIENT PROFILE:

Energy Services Company

### INDUSTRY:

Energy

### LOCATION:

Canada

### TEAM TYPE:

Senior Management

### TEAM SIZE:

4

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### SITUATION:

- > Independence versus interdependence; "silo" mentality
- > Strong functional leadership within business units, need for "Team Leadership"
- > Need for improved communication; some toxins
- > Need for more active listening, valuing of diverse opinions and honoring confidentiality
- > Future successful growth meant letting go of the past, embracing change and creating an active, empowered Leadership Team

### Business Improvements

▲ **+15% Productivity**

▲ **+23% Positivity**

### SYNOPSIS:

Since inception 20 years ago, the company has experienced continuous double digit annual growth.

Now much larger and expected to grow, the team wanted to build more proactivity and integration into their leadership without losing the agile, "can do" essentials of their successful culture.

Through the **Team Diagnostic™**, the team recognized their strengths as industry and functional experts. As the program proceeded they also became aware of the impact of operating independently, the tendency to resort to functional "silos", and the need to develop more effective communication, trust, and collaboration in order to move ahead as an empowered leadership team.

As a direct result of this program, the team is working cohesively on several high-priority, cross-organizational projects. Results include increased alignment, "all way" communication throughout the company, and improved prioritization. Interdepartmental reorganization and increased contribution to the company's strategic direction have also been a direct result.

Record revenue and profit the concurrent fiscal year was achieved.

**APPROACH:**

- > The program ran from April 2010 through December 2010.
- > 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.

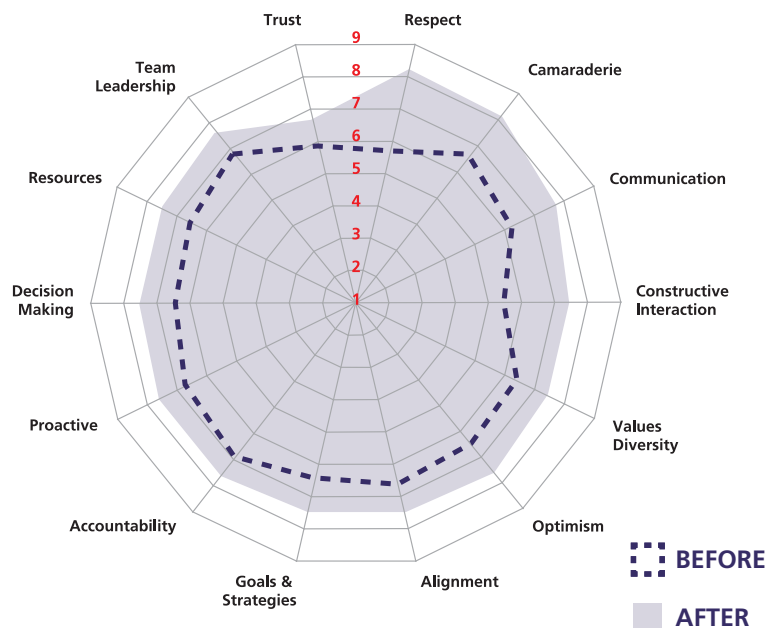
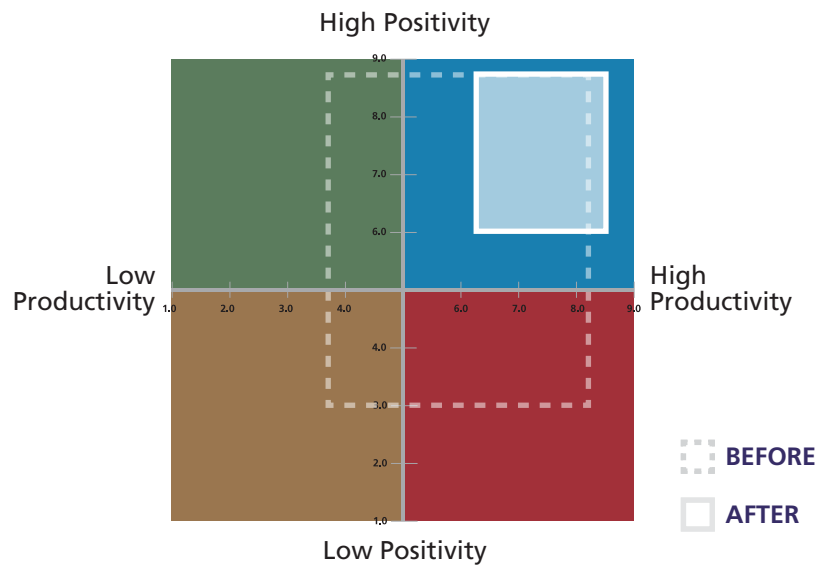
**RESULTS THE TEAM REPORTED:**

- > We have seen a very positive impact on our Senior Management Team from this program. The tools provided by the Team Coaching program have also helped us in leading and coaching our individual teams.
- > Our Senior Management Team is talking and communicating with each other more than ever before. This has enhanced our interaction together as well as our productivity within and outside of our individual departments.

**Highlights**

- +15% Productivity**
- +23% Positivity**
- Goals & Strategies +18%
- Respect +41%
- Resources +17%
- Constructive Interaction +30%
- Team Leadership +16%
- Communication +26%

**Before / After 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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