



Case Study: Government

CLIENT PROFILE:

Security and IT Company

INDUSTRY:

Government

LOCATION:

Global

TEAM TYPE:

Project Leadership, IT

TEAM SIZE:

13

SITUATION:

- > Dispersed geographical resources created “turf” protection, silo mentality and communication issues
- > A perception of external circumstances being insurmountable
- > Frequently changing requirements created churn and inefficiency
- > Lack of clear goals, roles and responsibilities caused results to suffer
- > Lack of communication, respect, and trust amongst team members caused relationships to break down

Business Improvements

▲ **+34% Productivity**

▲ **+44% Positivity**

SYNOPSIS:

Team members started out feeling at the mercy of external circumstances and not able to pull together in the same direction as a team. There was confusion over what work needed to be done and who was going to do it. Geography of the team and lack of respect and trust made collaboration and communication a challenge.

The team wanted to build better relationships and get aligned around common goals without the external circumstances getting in their way.

Through the **Team Diagnostic™** and coaching process, the team began to see that they could overcome the obstacles and pull together internally, despite what was going on externally.

As a result of this program, the team has a more efficient decision-making process and there is much more clarity over roles and responsibilities. As a result the team is much more aligned and focused.

There relationships also improved through increased and more effective communication, valuing of diverse ideas, and working through conflict constructively.

APPROACH:

- > The program ran from May 2009 through May 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 learned that we cannot control or manage what's happening outside of us, so we must manage the internal organization.
- > Trust between team members has improved.
- > Ownership of issues and successes is collectively handled and celebrated by all.
- > We've made huge progress toward becoming a team and trusting each other.

Highlights

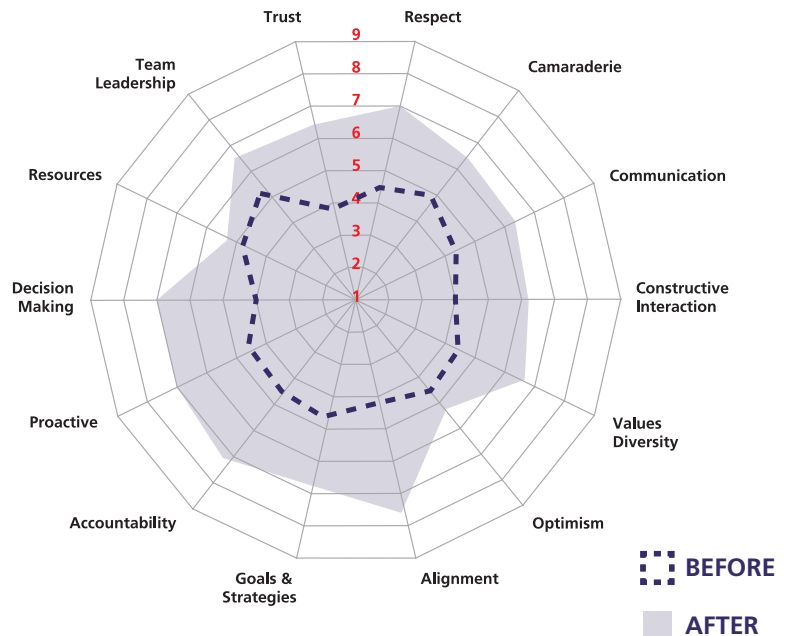
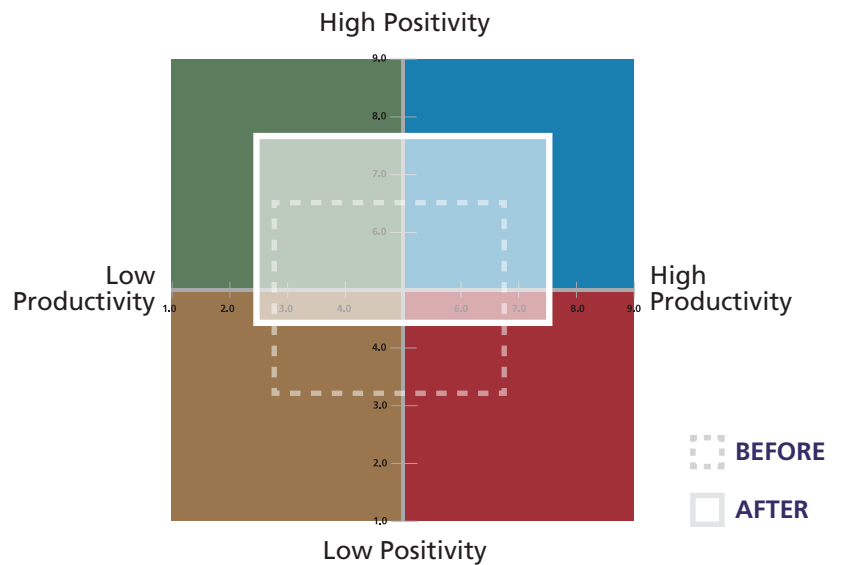
+34% Productivity **+44% Positivity**

Alignment +60% Trust +60%

Decision Making +53% Respect +56%

Proactive +37% Constructive Interaction +55%

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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