



Team Case Study

Leaders & Their Teams: The Apple Does Not Fall Far...

Result:

Managers were clear on their responsibilities and need to make employee development and coaching an ongoing priority for staff. Staff exhibited behavior that indicated greater ownership and responsibility for their work outcomes and reported greater commitment to their team's success and cohesiveness. Managers improved communication style, with direct reports by having specific systems and processes in place to effectively manage both conflict and identify individual growth opportunities and leadership qualities in their staff. Employees showed a decrease in sick day absences, improved employee engagement, and an overall decrease in employee turn-over, reporting that they felt that their managers were "leading them on a path to success and growth within the company."

Situation:

Senior Executive reported being frustrated by the lack of motivation of company Managers to develop staff and create ongoing meeting systems. Executive felt disengaged from the Managers and was uncertain about overall loyalty of company employees and how this was affecting the bottom line. Effective systems for employee evaluations and development were limited. Additionally, productivity as well as employee engagement appeared to demonstrate the feelings of the Executive.

Objectives & Action:

Provided assessments to Senior Executive and Managers. Offered an ongoing series of Team Building workshops as a follow up to the Leaders Developing Leaders presentation. Team Building series addressed unique skill set of Managers and Senior Executive, focused more specifically on developing skills of direct reports and addressed necessary systems needed to improve employee engagement, departmental communication, and effectively infuse communication systems into the corporate culture and structure. This would alleviate the apparent disconnect within the organizations and potential for micro-managing. Developed ongoing strategies for effective team motivation, which included feedback meetings and ongoing team building activities.



Team Case Study

The Traveling Leaders: Creating Transformational Leaders with Effective Technology and Organizational Skills

Result:

Executive Team exhibited Transformational leadership style of engaging managers in successful and time productive ways, while maintaining clear boundaries and effective communication skills. Executive Team learned the essentials of communicating with their staff in ways that showed interest and concern, while expressing the needs of the company and details necessary for successful implementation of team goals. Improvements were made in systems used and technologies utilized to improve effective communication both within the Executive Team and within their individual teams. Aspects of the training program showed a marked improvement in time management deficiencies as well. Company standards were set for communication and behavior of Executive Team interaction with one another and hence within their teams, exhibiting a valuable 'trickle-down' effect. A cohesive and effective Executive Team was portrayed to the company, resulting in improvement in employee morale and job satisfaction.

Situation: Executive Team was perplexed and frustrated by what was reported as the "neediness" of their employees after a fairly recent restructuring of the company and increase in work load responsibilities. The Executive Team spent a good deal of time traveling out of the office and had inadequate systems in place to communicate with staff in their absence, which for some team members resulted in ineffective styles of communicating and undesirable leadership qualities.

Objectives & Action: This Executive Team was experiencing a high level of stress and needed some quick action to improve their morale and communication with one another. Additionally, they were at a critical point in time for opportunities in team building and improving communication with their teams, which would affect morale and the new expectations of productivity. With the use of coaching techniques for the Executive Team, attention to standards and systems, an effective strategy for team development and executive interaction was put in place and could be modeled throughout the different levels of the company.