

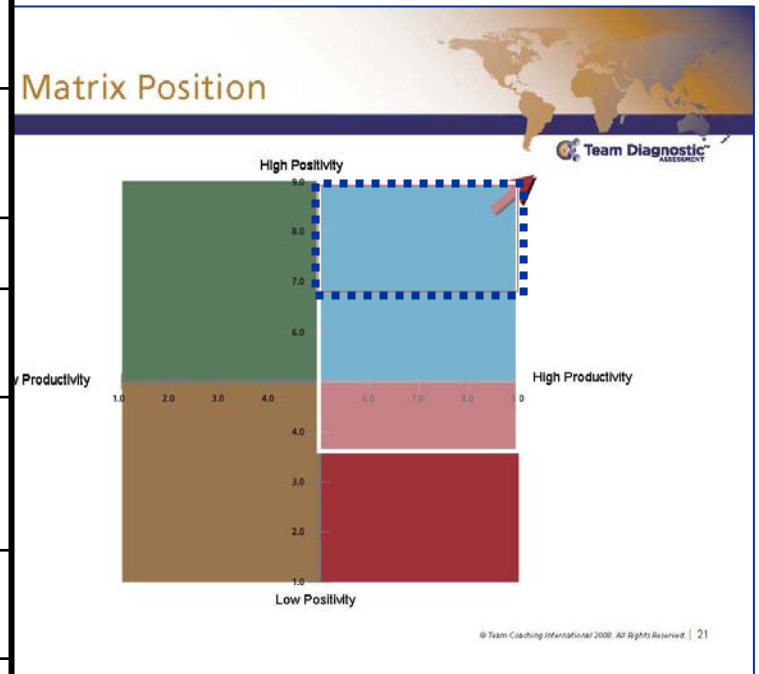
Team Performance Program

Case Studies



Case #1- HR Leadership Team

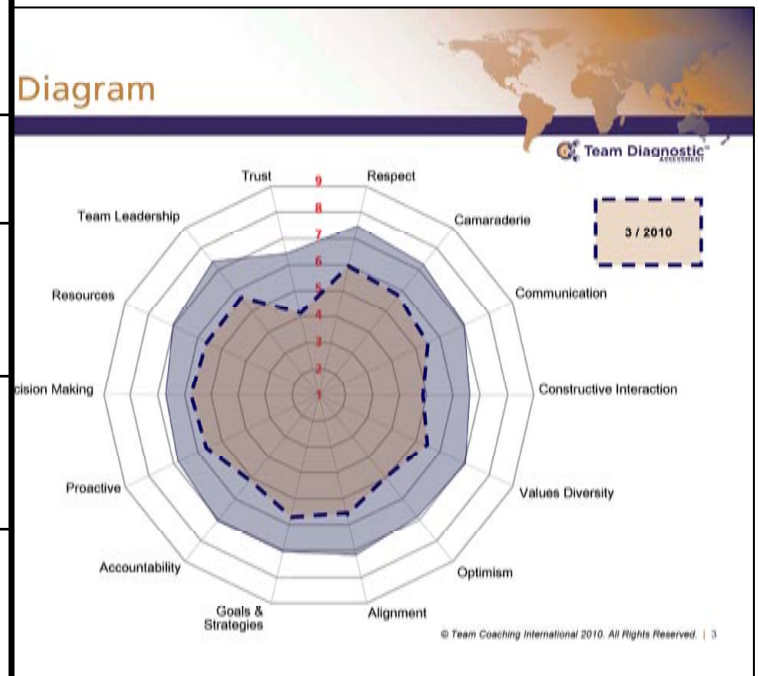
BEFORE	AFTER
New leader, new member, others with 10 yrs +	10% improvement in productivity and positivity
Leader makes all decisions	Team makes faster, better decisions. Improves by 11%
HR as Admin	HR as Strategic Partner
Duplicating efforts	Increase project capacity by 20%
Simmering conflict, avoiding, blaming	Constructive interaction up 14%; more energy; Up 16% in trust
Goals unclear, Silos	Inspired Goals; Alignment up 16%
Flat; doing 'same old'; 'extinction' thinking,	More viable, creative, collaborative idea generation



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Case #2- Finance Team

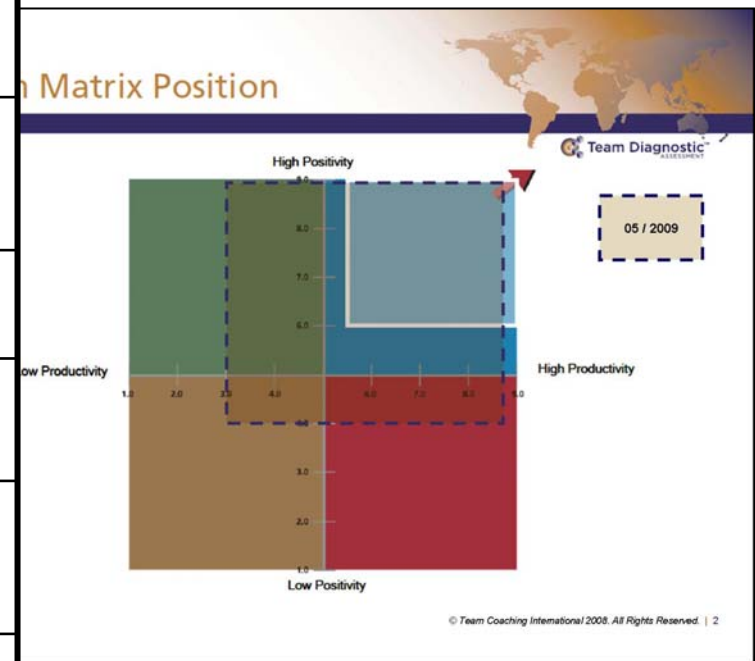
BEFORE	AFTER
Low morale and trust	Trust up 58%. Confidence and participation high
Micromanaging, stressed leader	Inspiring leader (33% change)
Residual conflict and non-productive interactions	Constructive interaction up 58%
Challenging workload with high turnover	Productivity improves 26% Positivity 34%
Lack of focus, customer responsiveness and accountability	Shared values, alignment up 29%, meeting deadlines with less chaos
Number crunchers	Stewards of organizational assets



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Case #3- Health Education Team

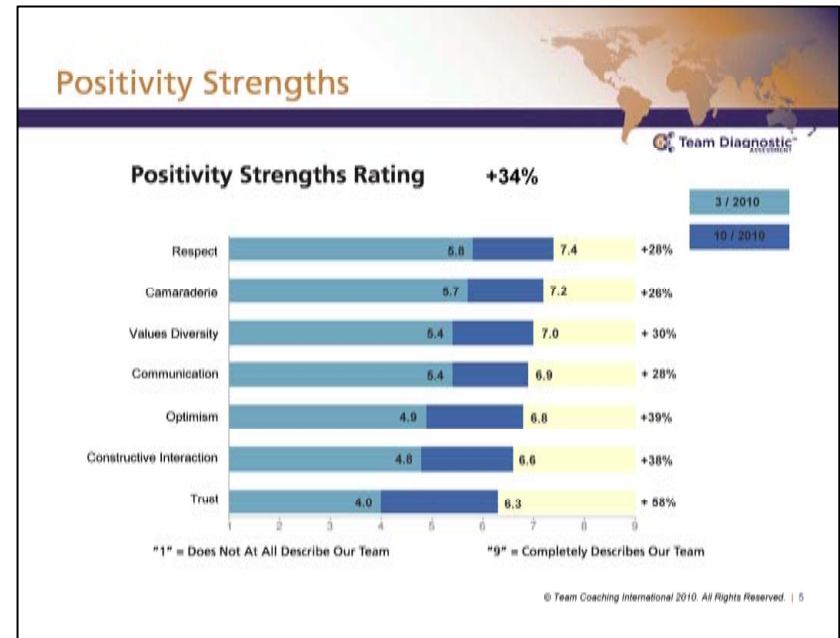
BEFORE	AFTER
High functioning, talented	+ Productivity 12% + Positivity 15%
\$30 per/participant cost	Contributed to 50% reduction in per/participant cost
Interpersonal frustration, stress	Constructive interaction up 26%; more energy
Defer to leadership in conflict/problem-solving	Accountability up 16%
Losing key player	Onboard new member without drop in performance
Avoiding tough conversations, work style issues	Communication up 32%



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ROI

Most teams achieve 10-30% improvement in productivity and engagement, realize at least one targeted result and positively impact the bottom line in 6-9 months.



ROI



- “We are ‘at the table’ for strategic initiatives which has improved our customer service to employees and reduced rework between departments.”
- *VP HR Retail*
- “As we operate more like a team system, our integration efforts accelerate.”
- *Director Healthcare*
- “We took away so many practical learnings that today the office was electric.” - *VP Finance Non-Profit*
- I didn’t think it was possible but 10 years of distrust, cynicism and anger shifted to a desire for change, community and trust in 4 hours.” - *Manager IT Healthcare*

ROI

- “Our managers are starting to treat each other differently and setting an example for their own teams.”
-VP IT Hospital System
- “I got 10 hours a week back because my team is solving its own problems and resolving conflict without my intervention.” -Sr. Manager Healthcare
- “We now have a clear direction and know how to apply our strengths to better serve our clients.”
-Manager Health & Wellness
- “Doors that were closed have opened and we are making a more positive impact.” -Recruiter Retail

