

One Team: Building Trust & Alignment

Group Coaching Program Delivers More Trust, Respect and Resolution-in-Complexity

| CLIENT PROFILE | | INDUSTRY | |
|-----------------------------|-------------|----------------|-----------|
| Global Corporation | | Transportation | |
| LOCATION | FUNCTION | | TEAM SIZE |
| North American Headquarters | Engineering | | 12 |

SITUATION

- The challenge: increase the efficiency and reliability of the engineering operation through best-in-class operations management protocols.
- Historically, members from the PMO and Engineering Solutions had limited interest in how “the other” approached work.
- There was a culture of mutual respect and protective competitiveness that was expressed through a general resistance to sharing information or working together.
- These groups wanted to make a renewed commitment to their shared objectives and to higher team performance.

APPROACH

- The program ran from January - April 2019.
- Program measurement included factors of core team performance and pre- and post- measurement of personal satisfaction.
- Baseline results were followed by a series of monthly group coaching sessions for additional insight, alignment, and accountability.

SYNOPSIS

- The two groups were made up of highly driven and assertive players, each with a similar target: increase fleet safety and reliability.
- Individual managers were technically gifted with strong reputations for results and service, but they struggled with protectiveness, social awareness and trust. This became a significant barrier to finding common solutions and shared approaches to serve the outcomes of the larger enterprise.
- Our focus on the motivation-performance connection, and the way people get results, invited these leaders to develop new capacity for working with the controllable forces that drive behavior. This gave them renewed capability to recalibrate relationships and increase their influence with each other.
- By the end of the program, the combined team was energized by the new possibilities. They were also much more capable of creating productive, satisfying and sustainable relationships.

SIGNIFICANT OR GOOD IMPROVEMENT RECORDED

+90%

Trust & Respect In
Colleague Relationships

+60%

Getting Alignment
Around An Important
Course Of Action

+50%

Making Conflict
Productive

“We are more aligned and working toward a common goal.”

"[Now we are] listening and respecting each other's perspectives and opinions."

[illegible]

Managing Personal Energy

"I recommend it as a way to handle difficult situations differently and more effectively."

FOR MORE INFORMATION

on achieving *significant improvement* in core performance indicators for your team and members of your team, contact us at:



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