

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

CASE STUDY: ONE TEAM



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%

+60%

+50%

Trust & Respect In Colleague Relationships

Getting Alignment Around An Important Course Of Action Making Conflict Productive



RESULTS THE TEAM REPORTED

"We are more aligned and working toward a common goal." "Prior to the coaching, there was more protection of our turf, where now we're working together for the greater good."

"[We] have learned how to better deal with tough or difficult conversations."

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

TEAM RESPONSE: "WHAT'S DIFFERENT AS A RESULT OF GROUP COACHING?"



ADVICE TO OTHER LEADERS STARTING GROUP COACHING

"Recognize and appreciate it as a journey and a commitment to excellence."

"Consider that your behavior alone has the potential to change everything about your life and largely influence those around you positively or negatively."

"Be aware of how they react to each and every thought - it really does matter and you can redirect as an opportunity."

"It is full of fundamental concepts and skills that are helpful and build trust and cooperation."

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

% OF TEAM REPORTING IMPROVEMENT

+100%

Overall Team Cohesion

+100%

Camaraderie

+90%

Finding Resolution In Complex Situations

+90%

Influencing Stakeholders

+100%

Managing Personal Energy

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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