

Time for a new direction

How a team adapted itself to its changing world.

Client Situation

The team was amid significant change within a large organisation. It had historically carried out multiple functions, had a large number of customer interfaces that had grown incrementally over many years to fulfil a range of niche requirements.

Faced with an identity crisis of sorts and a budget squeeze the team needed to face its reality and make some tough calls about what to take forward and what to leave behind.

What we did



Assessed the situation and recommended an iterative approach to recreating the teams future.



Initiated the approach with the team.



Designed and Facilitated workshops in which the team itself faced its reality.



Coached key personnel.



Provided advice on engagement and communications with key stakeholders.



Was a Trusted Advisor to the group.

Outcome

A new strategy and execution plan, including:

- Key options
- Key decisions
- Capability / skillsets profile

The approach engendered high engagement levels and ownership by the management and workforce.

"The team is going from strength to strength — it doesn't seem like 12 months ago that we started this journey"

- Team leader