







Trusted Advisor Team

How a team developed their engagement and reputation.

Client Situation

The team was operating in a fast-paced organisation. A technical group with relationships across various business units that was finding it challenging to understand its stakeholders and develop its relationships. The team saw an opportunity to increase the quality of its relationships and influence by having a coherent approach to trust and improving the individual's interpersonal skills.

What we did

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|  Met with the team manager to understand the situation. |  Debrief and follow-up. |
|  Met with key stakeholders. |  Provided access to web-based content. |
|  Trust workshop. |  Provided ongoing support as required. |

Outcome

Increased influence with key stakeholders and increased engagement within the team itself, including:

- A coherent strategy to work to for building reputation
- Evolving understanding of key stakeholders
- Increased personal confidence and effectiveness
- A common language and practice

"The overall approach is great. We have a big challenge ahead of us and the team is improving all the time – the workshop was the best I have ever experienced and have recommended the approach to my colleagues."

- Manager