

CLIENT

A global, \$1 billion customer services division of an industry-leading engineering company.

Thanks to Marla, our senior leadership team became more unified, collaborative and communicative. As a result of her work with the team, we had moderated, open discussions that enabled team members to recognize their own and each other's styles, and understand our team dynamics. We came to openly discuss difficult issues and shortcomings without being divisive, and instead work toward solutions and help each other for the benefit of the business."

—Senior Vice President/BU

A geographically-dispersed senior team strengthens collaboration for business impact

CHALLENGE

The Division President was seeking to strengthen the collaboration among his geographically-dispersed senior leadership team. The team was comprised of three Senior Vice Presidents/Business Unit heads with regional P&L, along with key support function leaders such as Supply Chain, Research & Development, and Product Line Management.

The President felt strongly that team members lacked the full understanding of how they could leverage working together to achieve stronger business performance. When the team came together for their quarterly face-to-face meetings, their contentious, divisive dynamics were evident.

SOLUTION

MBM Coaching & Consulting observed the team's interaction during a multi-day onsite meeting and conducted subsequent interviews with select team members to confirm that there was a lack of understanding of the potential contribution the support functions could provide to internal and external customers and to the business, overall.

We designed and facilitated a team coaching process that began with data gathering on how each team member viewed other's roles and impact; sharing feedback highlights with the team; and providing a forum for the identification and commitment to strengthening their communication and ways of working.

RESULTS

By the following quarter, team members, along with the President, confirmed a significant increase in collaboration with positive business impact. Nearly all involved were able to cite examples of interactions and outcomes that demonstrated collaboration in service to the business to executive leadership.

We build your talent today for a sustainable and successful tomorrow.