

Case Study

A leading edge communications company had a large number of unsolved problems and no efficient way to prioritize or solve them.

Background

The company is a rapidly growing organization well known for its tradition of constantly looking for ways to create products and solutions which far surpasses their competition. While there was a lot of discussion regarding solutions, they lacked a consistent approach to problem solving. We were invited by a Director of Development to provide training and practice in two key areas. First-of-all, they were looking to better exploit the creative energy in their staff to come up with solutions in an efficient manner. Secondly, they needed to be able to prioritize all the suggested solutions so that they could select one and begin to put it into operation. In particular, they provided us with a number of pressing problems that they wanted to work on including:

- How can we better co-ordinate the development between disparate teams to improve quality and reduce development delays?
- How can we improve, track and plan training for our staff given the constant pressure to deliver?

The Solution

We provided our 2-day Innovation Energizer Program for two dozen of their development managers. We structured the program in a way that we began by giving them the necessary tools and knowledge and then followed up by having them apply that information to their specific problems in a facilitated environment. The program included a personalized Problem Solving Profile for each of the attendees along with training in ten problem solving and team architecture tools. The second day gave them the opportunity to practice the tools and techniques by applying them to the business problems that they had provided. – all under the guidance of our experienced facilitators. To keep the energy level high and the class focused, we interspersed about a half dozen fun and meaningful challenges that found the teams constructing solutions to the puzzles that they were given.

The feedback from the attendees was extremely positive. In summary, the participants felt that the presenters and content were excellent. There were over 50 positive comments. They felt that they were constantly challenged and invigorated by the mix of workshops and presentation material. They had fun. There were many comments as to how the students will apply the Problem Solving Profile information and the tools in their jobs. One participant informed us that he put the materials to use almost immediately – applying them to the team meeting that he had the day following the program.

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“Improving business results through team effectiveness”