

CASE STUDY - High performance top-teams

Understanding of corporate objectives

Client	Employees	Industry Sector	Main service
Cobweb Solutions	50	IT	Managed, hosted IT solutions for UK SMEs.

Nature of problem

- Senior management team not working together effectively and not developing their individual departmental teams to achieve full potential
- Lack of clarity and focus regarding strategic business objectives, roles & responsibilities
- Leadership and Management experience was limited in some areas
- Too few organisational or operational structures in place to monitor activity or progress
- Fast moving market sector requiring a rapid pace of change



How JHK solved the problem

- Delivered tailored Strategic Planning workshop to ensure full understanding of corporate objectives and the contribution of each member towards them, using Problem Solving model
- Action Planning/Goal Setting with Individuals to break the Strategic Plan down into manageable tasks
- Delivered customised workshop on Leadership to demonstrate the difference between leaders/managers and suggest appropriate behaviours to adopt
- Delivered Team Building workshop based on experiential learning, integrating NLP techniques to visualise where both individual and company would be in 2016
- Practised problem solving and decision making techniques to use for delegation and meetings
- Ongoing executive coaching with each member of the Top Team
- Introduction of proven business models, systems and processes
- Online 360 degree feedback exercise to assess strengths/weaknesses for future development

Outcomes & Benefits

- Creation of corporate Strategic Plan and structured planning process with contribution & commitment from the full team
- Increased clarity and focus regarding long term objectives and how these would be achieved
- A clearer designation of roles resulting in greater accountability for areas of individual responsibility
- Improved communication at all levels
- Senior Managers more effective as a result of their own professional development
- Increased motivation for both Teams and Individuals
- More effective use of time and resources as a result of increased leadership and delegation
- More positive and pro-active attitude to coping with change

The MD had used Judith's services with his previous company and felt she could help his Senior Management Team work together more effectively.

" Judith has been brilliant, the whole team has benefited, individually and as a group. From very simple changes of working practices to a much deeper understanding of others in my team, the effect has been dramatic " Mark Adams, Managing Director,

Future actions

- Introduce a monitoring process to ensure that best practice is being disseminated down to grass roots.
- Ongoing coaching for individuals if required

Could your organisation benefit from a similar package?

The services provided to this client may be useful to you, particularly if you experience any of the following:

- A young or inexperienced senior management team
- High level of change dictated by external factors
- Ambitious growth plans
- Low morale or conflict between teams/individuals



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