

OPTIMIZING AN EXECUTIVE TEAM TO MOVE AN ORGANIZATION FORWARD

Strengthening Team Dynamics

OVERVIEW

Given a new organizational strategy, executive team changes, and global shifts in the ways museums engage guests, our client knew that making investments in the executive team was the first step to optimizing the organization for its future.

With the proven and practical applications of The Five Behaviors®, the executive team implemented substantial enhancements to the ways it works. Through self-assessments and a leadership retreat, the team members clarified major roadblocks, created a clear path forward, and readied themselves to move the organization through change.

CLIENT PROFILE

As one of the ten oldest and largest national cultural institutions in the U.S., our client provides an enriching, engaging, and interactive experience to more than 350,000 guests each year.

FLASHPOINT'S APPROACH

FlashPoint's first step was to assess the needs of the team across five important factors: trust, conflict, commitment, accountability, and results. The retreat was custom-created to address the specific areas the team needed to focus in on more to hone their ability to work together. As the team agreed on opportunities to move forward with the organization's new vision, they also generated an action plan and next steps. Regular check-ins with reinforcement sessions allowed this team to continue to make progress toward their goals.

PROGRAM PURPOSES

- Help leaders discover the keys to building an effective, unified team
- Provide individual and team feedback to improve individual and team habits and behaviors
- Focus on implementing proven best practices for team effectiveness

CHALLENGE

Increase an executive team's performance and set new standards for effective leadership under the direction of a new CEO and strategic plan.

SOLUTION

FlashPoint facilitated The Five Behaviors® retreat to focus on key opportunities that create shared ownership and accountability for the organization's new vision.

RESULTS

- ✓ A more engaged, effective, and productive executive team
- ✓ Enhanced trust among executive team members
- ✓ New ways of leading and interacting more productively
- ✓ Creative and strategic approaches to organizational collaboration
- ✓ Action plan to drive timeline and team priorities going forward



PROGRAM COMPONENTS

- **The Five Behaviors® Self-Assessment:** Each member's assessment helps gauge the current strengths and areas of opportunity for the team.
- **Customized Retreat:** A day-and-a-half experience centered on generating action based on assessment findings and driving shared ownership for achieving team goals.
- **Reinforcement:** A FlashPoint facilitator observes the team to encourage application, address challenges, and celebrate wins.
- **Individual Coaching Sessions:** Personal attention from a coach helps each team member set goals, commit to opportunities for growth, and remain passionate about achieving his or her goals.
- **Progress Assessment:** After about six months, the team uses this assessment to measure team progress and growth.

MEASURED SUCCESS

August 2014 to February 2015 Progress

- Team members showed nearly **50 percent** improvement in *Engaging in Conflict Around Ideas*, voicing their opinions even at the risk of causing disagreement.
- Around the area of *Trust One Another* (the core of effective teamwork), team members showed a **53 percent** improvement.
- The team shows close to a **50 percent** improvement in pointing out the contributions of achievements of others.

Behavioral Indicators of Team Success

- Progress assessments demonstrated that the team members have improved their ability to lead as a collective group and not as separate individuals.
- Team members willingly make sacrifices for the good of team success (and, by extension, for the success of the organization).
- Team members end discussions with clear resolutions.
- Each person takes personal responsibility for team successes and failures.

“Investing in leadership positioned our executive team for the big job we had ahead of us. Our goal was a total shift in how we operated and to set an example for the entire organization. This training strengthened us as a team to bring our whole organization into a new era.”

—CEO



MEET FLASHPOINT

FlashPoint provides the top research-based leadership programs, as well as customized consulting to support your organization's leaders. As a boutique firm and Women-Owned Small Business, we can be nimble in an ever-changing landscape and work with you to achieve real and lasting results.

LEADERSHIP DEVELOPMENT

- Leadership strategy and programs
- Conferences and workshops
- Learning reinforcement
- Competencies development
- Assessments

IMPACT

- ✓ Recognize potential
- ✓ Grow your leaders' capabilities
- ✓ Build tomorrow's leaders now

TEAM EFFECTIVENESS

- Custom team programs
- Retreats and training
- New leader assimilation
- Assessments

IMPACT

- ✓ Improve collaboration
- ✓ Build healthy and productive teams
- ✓ Create alignment through strategy

COACHING

- Executive, high-potential, and emerging leader coaching
- Team and group coaching
- Coaching skills development
- Assessments

IMPACT

- ✓ Provide personalized development
- ✓ Accelerate leader growth
- ✓ Maximize contributions

FLAGSHIP PROGRAMS



Visit our website, www.flashpointleadership.com, or reach out for more information. We want to ensure that your leaders are engaged, your teams are effective, and you achieve your business goals. As a boutique firm and Women-Owned Small Business, we can be nimble in an ever-changing landscape and work with you to achieve real and lasting results.



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