Case Study #1

Building High-Performance Teams

The Need
A German telecommunications company with North American operations wished to build more of a sense of teamwork among its call center management staff, following its acquisition of the company, by focusing on the topics of teams, teamwork, and team leadership in a recently changed environment.

The Solution
"Building High-Performance Teams" focused on enhancing the teamwork skills of the call center leadership, with special emphasis on interdependence among team members, mutual accountability, and the importance of "learning how to pull on the oars together".

The tangible outcome of the program was the participants' agreements with each other on strategies they would personally employ, based on ideas from the program, to make their teamwork better than it had been in the past.

The Objectives
After attending the one-day program, participants were able to:

- Understand the definition of a team
- Define the four characteristics of high performing teams
- Identify techniques for becoming members of a high performing team
- Recognize their own natural tendencies with regard to being a team member
- Describe some of the pitfalls of being a member of a team

The Outcome
According to the company, substantially increased levels of teamwork and team leadership among the management team at the call center added significantly to the efficiency of operations.