

Case Study: Leadership Assessment and Retreat Lead to Greater Employee Satisfaction

Clients Challenge

The client recently received results from their last Employee Satisfaction Survey, and needed a qualified outside source to analyze those results.

Solution

Core constructed a 5-week assessment to collect information within the organization to reveal, or explain the corporate values, culture, goals and objectives. The initial three weeks were designated for individual interviews. The interviews were conducted with members of the larger management team to get further details on their comforts and concerns of the company. The final two weeks were delegated to follow-up discussions with executives and providing recommendations and feedback. One of the two recommendations from the Report of Findings were to provide independent coaching for staff to improve communications, management styles and conflict resolution management. The other, to approve an off-site leadership retreat for the Senior Leadership Team. Both recommendations were accepted. The 2-day off-site leadership retreat was themed on vulnerability. The Senior Leadership Team was required to take part in exercises that demanded them to leave their comfort zones and trust their fellow executives. Lastly, deliverables were created in order to ensure that the progress made from this retreat would be carried over when they returned to work.

Impact on client's business

The results from the individual coaching sessions have triggered improved communications, overall awareness and alternative management techniques from the management team. The individuals have conveyed positive feedback from these sessions and have been pleased to keep them going. An abundance of fresh ideas have come in result of these sessions. These fresh ideas have led to organizational changes aimed at improving their customer service delivery.

Core's Capabilities

*Executive Coaching

*Management Consulting

*IT Strategy

*Leadership Retreat Facilitation

