



Case Study: Healthcare

CLIENT PROFILE:

Surgical Services Leadership Team

INDUSTRY:

Healthcare: Facilities

LOCATION:

Northern California

TEAM TYPE:

Management

TEAM SIZE:

7

SITUATION:

- > This team came together during a time of significant organizational changes and crises.
- > The team was adjusting to new leadership styles at all levels — new team leader as well as executives at all levels above the team.
- > Lack of trust and respect resulted in ineffective communication, defensiveness and blaming, fear of speaking up about difficult issues, and holding on to the past.
- > They wanted to move forward but didn't know how.

Business Improvements

▲ **+45% Productivity**

▲ **+65% Positivity**

SYNOPSIS:

This team was working under entirely new leadership, as well as continuing to navigate significant organizational changes from the prior year. Each team member also became newly accountable for the entire performance of each of their units. They encountered many challenges and miscommunications that contributed to divisiveness within the team.

The team wanted to let go of the past and move forward more cohesively, but needed assistance in working through their issues and starting anew in order to create more effective relationships rooted in trust. Using the **Team Diagnostic™**, the team's greatest strengths and challenges were revealed.

Through the process of team coaching, the team shifted from blaming and not trusting each other to becoming significantly more open, transparent and connected. This resulted in far greater levels of proactively supporting each other and actively listening in order to work more collaboratively and create solid relationships based on trust and respect.

BUSINESS METRICS IMPACTED:

- > Team is 2-5% under budget for the year
- > Well positioned for the successful implementation of a new Operating Room Management System that will optimize workflow and enhance the patient care experience
- > Patient satisfaction has noticeably improved

APPROACH:

- > The program lasted 4 months.
- > Pre- and post-program measure was the **Team Diagnostic™** and the 14 factors of Productivity and Positivity.
- > Baseline results were followed by four (4) monthly team coaching sessions for additional insight, alignment and accountability.
- > Team coaching sessions focused on helping the team work through their issues and let go of the past, build new relationships based on trust, and hold each other accountable to new team agreements.

RESULTS THE TEAM REPORTED:

- > Our relationships with each other have completely transformed during this process — we now really trust and accept each other.
- > We communicate much more effectively now — we actively listen and don't feel pressured to respond until we're ready.
- > We replaced defensiveness/boundaries/silos with collaboration and reaching out to each other.
- > Our team leader went from "a Mack Truck on a mission" to an active listener who trusts the team to create and own our own solutions.
- > This has been a phenomenal growth path for us as a team.

Highlights

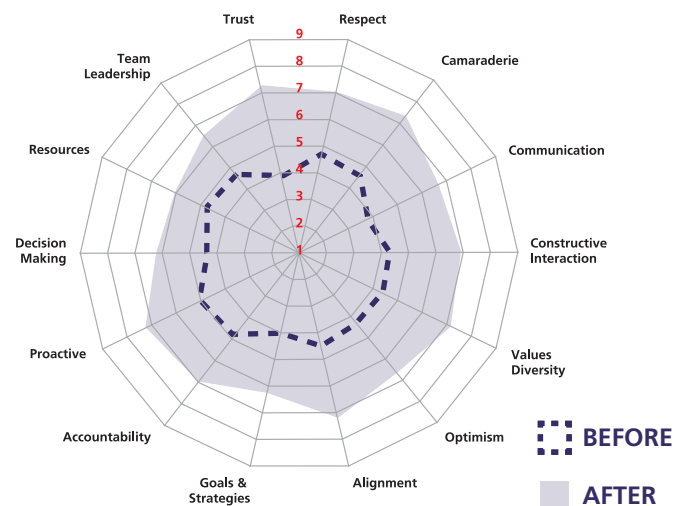
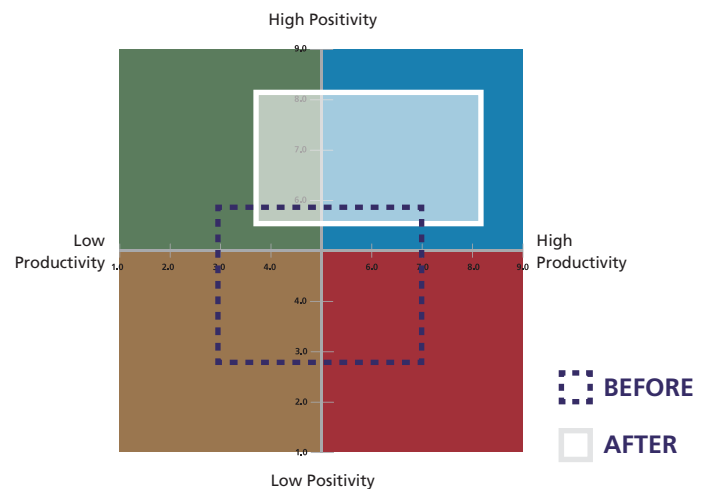
+45% Productivity

Alignment +58%
Goals & Strategies +55%

+65% Positivity

Trust +87%
Communication +81%

Benchmarks



For more information on achieving an **average 20% improvement** in Productivity & Positivity conditions using the **Team Diagnostic™** please contact:



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