

GENERATION 7

ACCELERATED TEAMING

CASE STUDY #1

Developing a Sharper Leadership for a Group Operating in a Demanding & Volatile Environment

The Challenge

A Group within a major Financial Services Institution operated in an environment which was extremely fast-paced and demanding with a high level of stress. The team needed to be highly functional and collaborative with the ability to handle large volumes of work in a sometimes-volatile market. Growth had been approaching 200 percent over the previous year and handling this had proved challenging.

Seven issues were identified as of concern:

- Lack of commitment between teams within the Group
- Low level of honesty in dealings with others
- Lack of emotional intelligence and highly reactive responses between people
- Lack of respect between team leaders
- Poor communications between team silos
- No real ownership of Leadership roles
- Low level of interpersonal skills

The Results

After the Generation 7 intervention, the key outcomes were:

- A more collaborative, highly functioning Leadership Team committed to each other and the wider team
- An excitement and engagement with the vision of the leader and the performance criteria needed to achieve excellence in the Group
- More acute awareness of their own individual worldview, its link to their individual performance and their impact on others
- Strategies to address key issues that arise in the Group
- More honesty and respect and improved communications with each other's leadership style and the signature strength they brought to the table



CASE STUDY #2

Fast-Tracking a New Financial Team to High Performance

The Challenge

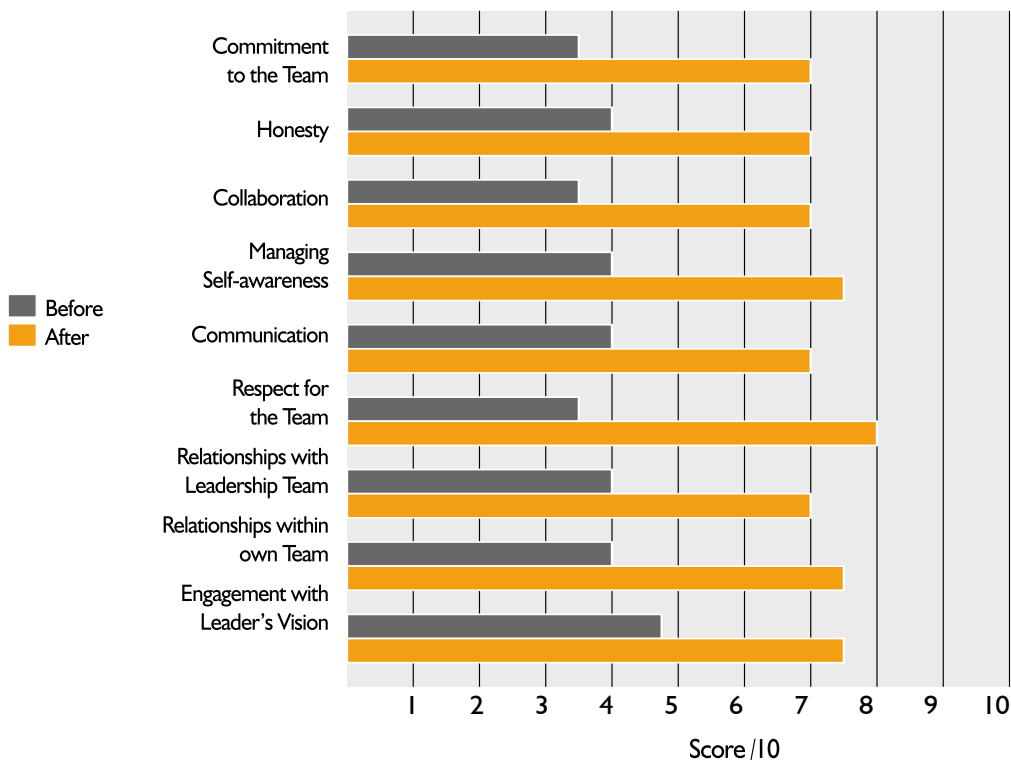
The leader of a newly-formed executive team based in capital cities around Australia, wanted to fast-track the process of bringing the group together so they became adaptive, collaborative and committed to the team and each other. He saw the crucial elements of high-performance teams – self-awareness, communication, conflict resolution, meeting effectiveness – were essential and needed to be underpinned by creativity and energy.

Although there were no overt issues to address, an audit of the wider team identified that people were working in silos with no cross-functioning occurring, there were no established relationships or trust as the group was new, in meetings people were not being forthright in their views, and there was no clearly defined understanding of the leader's vision.

The Results

After the Generation 7 intervention, the key outcomes were:

- Members began to gain a real sense of 'team' with more cohesion, trust, and freer communication
- Awareness of how others think and operate, their motivators and approach, aided understanding and commitment
- Better self-understanding and shared understanding of differences broke down barriers
- The meeting environment improved greatly and were completed in less time
- The team gained insight into each other's leadership style and the signature strength they brought to the table



About Symphony Leadership

Symphony Leadership works with innovative leaders and corporate decision-makers who wish to have a major impact on their cultures. Incorporating the latest human intelligence and leadership thinking available in the business world today, our offerings have been used in major Australian corporations such as PwC, Perpetual, AMP, CBA, GIO, Westpac, BHP Billiton, Optus, Goodman Fielder, Shell, Woolworths and Federal, State and Local Government entities Australia wide.

Our GENERATION 7 Change Agents are **Tim Rossi**, **Toni Scoble** and **Peter Burow**.

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