



Team Diagnostic™ Case Study

CLIENT PROFILE:

Lowell Community Health Center

TEAM TYPE:

Executive Management

INDUSTRY:

Health Care

FUNCTIONAL AREA:

Senior Management Team

LOCATION:

Lowell, MA USA

TEAM SIZE:

7

THE SITUATION:

- High performing team interested in improving its ability to effectively lead the organization during a time of transition and financial challenges without compromising the positive aspects of the team's culture.
- Recently purchased a building and are looking to consolidate the Health Center in a single location – “biggest challenge we’ve ever faced”
- New team member added and one team member resigned during coaching period
- \$21MM organization

A High Performing Team Improves

July 2008



May 2009



Trust score up 23%

Communication up: 18%

Goals & Strategies up 19%

RESULTS:

- Across the board increases in productivity and positivity.
- Developed an accountability system and a team contract for working together.
- Went from being a “work group” to being a team, able to speak more honestly and truthfully with each other
- Team makes decisions more efficiently and effectively. Now able to have “full discussion” and give issues adequate consideration with more input from team members and give and take and compromise among team members in the process.
- Things are said with more positivity; individuals are more open to considering other points of view and less defensive when receiving comments from other team members.

INCREASE IN **PRODUCTIVITY** FACTORS

12%

INCREASE IN **POSITIVITY** FACTORS

13%

What Clients said:

Self-Awareness. There is more than my initial reaction. I look for the impact and feedback. I have more awareness of team relationships, more clarity on interactions. I was more guarded before; less so now. I make more relevant contributions.

Henry Och, Chief Information Officer

I am less defensive, better able to listen, more objective, less reactive. I feel less burdened. Everyone on the team has permission to take the ball and run with it.

Dorcas Grigg-Saito, Executive Director

I am impatient by nature. Now, I am more reflective, patient, able to see others’ point of view and digest them.

Dr. Rajesh, Chief Medical Officer

Before coaching and the Team Diagnostic Assessment, we did “crisis of the day”; now we have a more long term view. ... After coaching, we are more team focused. Before we were more individual focused. ... More willingness to say what we think and it is not filled with emotion. No more two people bickering with the rest of us just watching. ... More willingness to speak our piece and move on – better decision making. ... More discussion, more often. We put the issue on the table and recognize it for what it is. We have a willingness to stick to it until a decision is reached.

Team Discussion

The Coaching Team:

Tamasin A. Foote, MBA, CPCC, Organization and Relationship Systems Coach

Tony Pelusi Jr., JD, CPCC, Organization and Relationship Systems Coach

Marjorie V. Woodwell, Ed.M., CPCC, Organization and Relationship Systems Coach

