



Team Diagnostic™ Case Study

CLIENT PROFILE:

International Power Hazelwood

INDUSTRY:

Energy. Power Generation Utility

LOCATION:

Australia

TEAM TYPE:

Recently formed management team for the Engineering Dept for the Power Station

FUNCTIONAL AREA:

Engineering

TEAM SIZE:

7

THE SITUATION:

- recently formed team
- most members reluctant to take on new role due to lack of management and leadership experience or training
- the team needed to work very effectively due to the extensive change expectations, critical budgetary demands, highly unionized work environment, poor morale amongst workforce and extensive cynicism as to effectiveness of change
- the team were required to transform the workforce, the processes and protocols with contractors that involved creating an entirely new culture of workplace performance management and accountability
- the team had no role model to inspire it as to how it would achieve its tasks
- the approach became a blending of leadership training, and personal and team coaching

RESULTS:

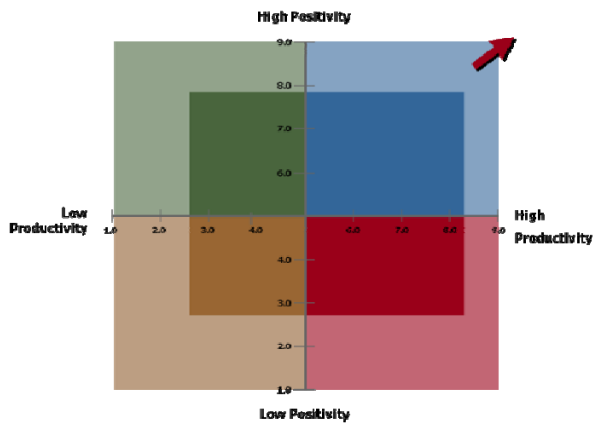
The *Team Diagnostic*™ assessment was used for pre and post program measures. This was the primary tool to identify gaps in the team productivity and positivity and to measure progress over the journey of the program. The assessment identified necessary learning, change and action which refined the program content. The tool was repeated just over twelve months later indicating movement on 14 areas of team capability.

On the productivity measures the team improved an average **25%** (Proactive, Team Leadership, Accountability, Alignment, Resources, Decision making, Goals & Strategies). On Positivity the improvement was an average **40%** (Respect, Communications, Trust, Values Diversity, Optimism, Camaraderie and Constructive Interaction).

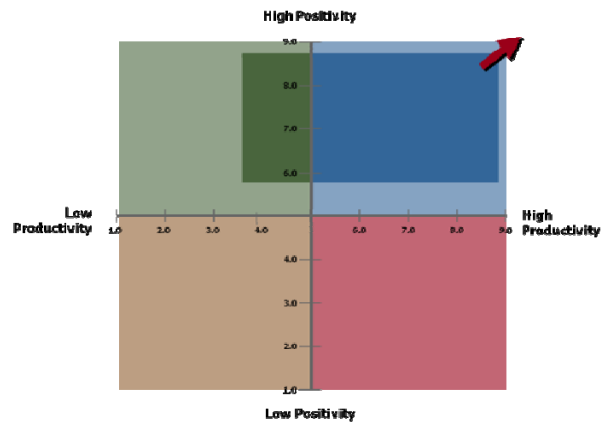
The highlight achievements revealed by the Team Diagnostic include over **30%** perceived improvement in Productivity measures: Alignment, Accountability, Goals and Strategies and Decision making. On Positivity measures, the highlights are scores over **34%** on Trust, Camaraderie and Optimism and **43%** on Constructive interaction.

The results suggest a substantially higher performing team with a greater sense of itself as a close team. These positive outcomes were corroborated by the verbatim feedback.

MARCH 2007



FEBRUARY 2008



INCREASE IN PRODUCTIVITY FACTORS

25%

INCREASE IN POSITIVITY FACTORS

31%

IMPROVEMENT

1. 111% - Team agreements re interaction in conflict
2. 109% - Team strategies to achieve goals
3. 104% - Have adequate resources to succeed
4. 103% - Regularly give feedback to each other
5. 79% - on Adequate training to be effective as we need
6. 71% - Promptly and directly address conflicts
7. 78% - Trust enough to reveal vulnerabilities in team
8. 43.1% - Constructive Interaction
9. 36% - Goals & Strategies
10. 35.1% - Optimism



Team Diagnostic™
ASSESSMENT

For more information about the assessment go to www.teamdiagnosticassessment.com