

CASE STUDY - Project Team - Total Engagement

<p>Overview</p>	<p>An insurance & investment organisation had to totally overhaul and upgrade their IT system. This was being undertaken by a project team under the GM-IT and it was essential that all contributed to and came to joint decisions, felt comfortable with them and could strongly back them. It was necessary that, at the right stage in the process, they could involve their team members in a similar way to ensure total backing of the project across the whole department. This would, in turn, reduce the risks associated with a major systems change.</p>
<p>Client</p>	<p>A major mutual investment organisation in the UK.</p>
<p>Client's Challenges</p>	<ul style="list-style-type: none"> • A reluctance by IT Managers to express opinions: questioning or receiving others' judgement in their specialist areas. • Most importantly, they lacked confidence in expressing an opinion that may not in agreement with that of the General Manager - IT. • As a result, there was a lack of full commitment to the way forward.
<p>Services Provided</p>	<ul style="list-style-type: none"> • Coaching the GM-IT to run project meetings on a facilitation basis, actively seeking input rather than giving it. • In the coaching process, helped him to realise that he would not be losing control by adopting this methodology but, rather, increasing it and in a non-threatening manner.
<p>Impact on Client's Business</p>	<ul style="list-style-type: none"> • "...the advice you gave ... on how to structure and run those meetings, and act as a facilitator to ensure that all opinions were voiced and heard, was invaluable and has contributed to the success of the Evaluation Project. [This has been] borne out by the fact that the process has gone extremely smoothly. I have had positive feedback from nearly all members of the team, and we are clearly aligned on the overall objectives and appear to be currently aligned on the best solution, having aired differences of opinion on many occasions along the way." • "Once again, I would like to thank you for providing the best half day of management training that I have experienced in many years."