



- Industry: Health
- Solution: Team Productivity, Extraordinary Mentoring™
- Focus: Building an engaged, positive team with high customer service orientation, effective internal communication channels
- Other deliverables: KCI's Solution Assessment™, report and execution process

Building a Cooperative, Engaged, Productive Team

Lisa is the manager of a large medical office, responsible for all nurses, front desk and administrative personnel. Lisa's supervisor was concerned with the dynamics in Lisa's team. *"The girls respect Lisa but they argue and do not cooperate with each other and with her, there is always bickering and some kind of drama going on. This affects performances. Customers get less than par service. The other day the girls argued in front of clients. This just has to stop."* In addition Lisa's supervisor was frustrated with Lisa's responses: *"Lisa is a great professional but any time I try to give her feedback about how she is running the team I feel like she isn't listening. She'll either quickly agree with me or say she already knows the problem. She gets defensive."*

KCI's Solution Assessment™ identified the invisible abilities that would lead to desired results in the medical center.

Lisa was equipped with the abilities necessary to lead the team to desired results.

Outcome

With Lisa's guidance, the team developed high customer service orientation and positive communication with clients and with each other. The team proactively developed new solutions to increase customer satisfaction and customer loyalty. *"KCI's skill is seen in the ability to cut to the chase and discern critical problems within an organization. The clarity it brings to bear is astounding. Furthermore, KCI's solutions are practical, easily implemented, with results easily tracked by metrics KCI helps you define. Under KCI's guidance, Human Resources regained the meaning of treating people as powerful resources within my organization, and not just frustrating pawns in a very difficult chess game. I can't recommend KCI highly enough."*

- You can use Extraordinary Mentoring™ to develop an individual, team or an entire organization:
- There are no offsite costs
- The process integrates seamlessly into the team's daily work routines
- It is based on a neurological process that accelerates the five steps the brain takes to acquire something new in a lasting way
- Even with challenging individuals and group dynamics, there's a 95% success rate
- Dramatic change is visible within weeks and results are lasting