

Case Study: Increasing Team Accountability

Company: AltiSAP (IT Industry)

Focus: Building Accountability in Team Dynamics

The Challenge

The CEO of a medium size software company was eager to get his team of top performers to be more assertive and consistent, both with clients and internally. Specifically, he needed his sales and leadership team to execute on agreed improvements with the result of increased sales. In addition, the team overpromised and under delivered to clients. In general, the focus was on maintaining harmony vs. getting things done.

“Everyone on the team is committed to our success but for some reason we don’t hold each other accountable for things we agreed on. When a deadline comes up, everyone will work hard until the project is done, but in daily tasks progress lingers. We have been fully aware of this issue and have tried to improve our interactions around follow up for a long time. Even though we are all committed to seeing the dynamics change, we are still seeing the same behaviors.”

The Solution

KCI’s online Solution Assessment™ identified a single Key Strategy (highly effective emotional and cognitive response pattern) that once acquired, would result in achieving the organization’s desired outcomes.

KCI prepared the CEO to propel change in his team, step by step, achieving lasting results by investing two hours a week for six weeks.

The Results

Facilitated by a certified KCI consultant, the CEO engaged the team, guiding them to acquire the Key Strategy by following KCI’s Five Stage Acquisition System. As a result, key tasks became more important and the organizational focus shifted to one of “getting things done”, but maintained a harmonious environment. Team productivity increased significantly and sales increased by 20%.

“This process seems to have worked with unexpected results and very suddenly. I came back from a business trip and found a different organization. It’s like something inside my team turned on and now it can never be turned off again.”