

Delivering Global goals by focusing on outputs

Situation

- A new Global team had been put in place to coordinate and oversee activities of individual country functions
- A new VP had been appointed to bring cohesion to the group
- There were clear business deliverables and individual objectives that the team had
- There was little sense of shared accountability and an opportunity existed to strengthen performance by having shared common goals and a longer term vision of success

Action

- Facilitated the development of shared annual objectives of the team by identifying issues and focusing on what was important for success
- Identified and articulated the behaviours for success in achieving objectives
- Worked with implementation director to identify and implement tracking mechanisms
- Developed a longer term vision for success and created a one year plan to move towards the vision
- Simplified the tracking mechanisms and clarified success behaviours

Result

- The team delivered on their year one objectives and are in the process of moving towards year two deliverables
- There is stronger teamwork between individuals and meetings are becoming more effective