

Case Study

Team Effectiveness - Global

The Challenge

A Global Information Systems Team charged with developing strategies and delivering improvements to the efficiency of the IT infrastructure. The team was split over three continents and time zones.



The Issues

- **Culturally diverse** - different business cultures after M&A activity
- **Bi-lateral reporting** - both local business unit and global accountabilities
- **Perspectives** - cultural interpretation, stereotypes and imperatives



The Methodology

- Self-assessment - individual and group psychometric profiles
- Defining the global business case for the team's existence
- Identifying objectives and measures for success in delivery of the vision
- Exchanging and utilising information on key personal and team assets
- Team Co-operation in a non work location
- Constructive interaction
- Addressing conflicts



The Results

- Statement of purpose, success criteria, key deliverables and modus operandi
- Group IS, Technical and Business Strategies dovetailed
- Worldwide collaboration, world class service delivery
- Developed role as perceived agents of change
- Self awareness, team cohesion, identified group niche

