

# TEAM COHESIVENESS

## CLIENT

Director, Shared Services, Payment Processing Company

## CHALLENGE STATEMENT

The fast pace of change combined with outsourcing to low cost country strained the corporate culture and staff engagement was low.

## TMG SOLUTION

The Morse Group partnered with me to establish a quantifiable framework to assess culture, identify opportunities to improve, and establish tangible action plans to address culture challenges including leadership development on Trust and Energy. TMG also provided executive, leadership and team coaching.

## VALUE

- Created safe environment for employees to express their experiences and feel heard
- Leaders had quantifiable data to prioritize areas of opportunities to address customized to their team which enhanced performance development and evaluation processes;
- Executive leaders had access to 1:1 coaching to help improve their leadership effectiveness;
- New opportunities were created for team members to explore culture as a service and develop additional leadership capabilities.



Individual

Team

Organization

Case Study - Copyright The Morse Group

## TESTIMONIAL

*"I consider The Morse Group a strategic business partner necessary to drive corporate excellence. Their unique tools help leaders get to the heart of the matter quickly, challenge status quo mindsets and foster a collaborative culture aimed for everyone to succeed."*

## GOALS

- Establish quantifiable culture measurement tool
- Equip leaders with tools and techniques to improve team dynamics and increase trust and transparency
- Upskill and train internal staff to provide ongoing culture enhancement services

## TMG APPROACH

- 1) **Culture & Leadership:** Cultural awareness and understanding is essential for effective leadership strategies, skills and methods to be implemented. Leadership is equally essential as a more wholistic approach is needed and infused with cognitive empathy, clarity of intent, and agile strategies.
- 2) **Strategy,** especially strategic awareness, is a key element around why the team would see value in working together by linking the greater cohesion to achieve their strategic goals.



## TMG TOOLS/METHODS

- Existing State DNA Balance and Performance Assessment: [ACCEL Model & DNA Strategy Performance Map](#) using Denison Cultural Data
- Individual and Team Leadership tools and skills training and support: [SOCiT](#), [TRUST](#) and [Wholistic Leadership \(Energy & Leadership\)](#)
- Strategy, Culture, and Leadership synergy and stewardship training and support: [SCIF](#), [Strategic Stewardship](#), & [Strategic Cultural Dexterity](#)

## RESULTS

Higher employee engagement, increased leadership awareness and transparency, and repeatable processes to elevate culture as a strategic priority.