



**FROM WASTING HUNDREDS
OF THOUSANDS OF DOLLARS
& BEING STALLED FOR MONTHS
TO CREATING HIGH
PERFORMANCE
IN ONLY 6 – 8 WEEKS**

OLESON
CONSULTING

*Organizational Leadership
& Performance Consultant*

LET ME TELL YOU ABOUT MARCUS* MEDICAL DEVICE EXECUTIVE

Marcus was leading a company-wide transformation that was stalled after 9 months. He was chosen by the C-Suite executives because of his expertise and deep knowledge of the company. But when he pulled together the leadership team, problems began almost immediately...



Gossiping about each other, complaining to the leader instead of solving problems, leading their own teams in different directions, achieving almost no results after months of meetings and countless versions of plans and schedules. Team members were asking to leave the disorganized, unsuccessful program for other company roles

SOUND FAMILIAR?

He asked the most basic question...

‘How do we turn this group of talented leaders into a high-performing team?’

To help Marcus become the leader he always envisioned and support his team, they needed to:

- ✓ Feel empowered to make decisions and lead together
- ✓ Agree on the plan and schedule
- ✓ Collaborate and support each other when raising issues and generating new ideas
- ✓ Increase morale and engagement among their own teams
- ✓ Lower turnover of talented program team members



COULD THOSE THINGS REALLY BE POSSIBLE AFTER 9 MONTHS OF NO RESULTS?

It is never too late to turn the team around and deliver phenomenal results

Many leaders have no experience being on a high-performing team. When you have NOT been exposed to cohesion and teamwork systems and behaviors, you wouldn't know how it happens or what to do

Most of our clients are starting in the middle – to reset and build a team foundation

We worked with Marcus to pause and invest time and energy on building the leadership team. Setting up TEAMWORK systems from our **Top Team Accelerator**, they came to truly know each other and each other's teams, communicate openly about what is going well and what is needed, and how to support each other. They gelled almost immediately

After **wasting** hundreds of thousands of dollars in staff and travel time for 9 months, they gained traction to lead as a team within a few weeks, even hearing positive feedback from their own teams about leaders working together and moving the initiative along



HOW WE HELPED

We assessed the team styles and preferences. Based on those learnings, Marcus and team developed agreements, norms, and new habits for trust, collaboration, and other cohesive team behaviors

Then we identified the work needed to achieve the current goals and priorities and how their teams would execute – rowing in the same direction



Through one-on-one and team coaching, we observed planning meetings and provided feedback to help them turn old behaviors and patterns into new habits of high performance

AND THEN...

- Each leader and their team took ownership for their pieces of the goals
- They aligned on a plan and schedule for the first time in 9 months
- Instead of gossip and complaints, they began working on issues together – agreeing on how to solve issues and be a leadership team with one voice to their own teams

In less than a month, their own teams felt more comfortable that leaders were on the same page and supporting the work needed from them in the coming weeks. Other initiatives across the company were able to collaborate with this leadership team and align their own plans and schedules

This talented group of individuals built a system of **TEAMWORK** to become a high-performing leadership team

HOW CAN YOU MEET YOUR GOALS WITH LEADERSHIP TEAM MEMBERS WORKING IN SILOS?

Sometimes, clients hire us to fix staffing issues (for example), and we help them realize their leaders are operating in silos, telling different stories to their teams and working on separate goals and priorities. Many workforce challenges can be traced to lack of alignment among leaders. Shows up as:

- Missed targets
- Low engagement among teams
- Poor financial results
- Lacking confidence in decisions and new ideas



Just like our client Jordan, who came to us when a national rollout was producing little results and teams reported chaos and confusion. This was a 4-person senior leadership team who **knew each other and worked together every day side-by-side for more than a year**. What was missing?

Even as a close-knit leadership group, they were not aligned on what the rollout would deliver, who was responsible for which deliverables, and by when

Spending time together as talented leaders will NOT magically bring everyone into clarity and alignment as a team

They hired us because they wanted:

- ✓ Reduced turnover of talented team members
- ✓ Increased confidence in the plan and schedule
- ✓ Clarity about what they were driving toward
- ✓ Understanding why there were challenges, since they worked side-by-side every day
- ✓ Program goals achieved on time and within budget



We provided executive and team coaching, and it was clear almost immediately that they weren't operating from the same plan or schedule

They laughed and cried when they learned each was telling a DIFFERENT STORY to their own teams about how the national rollout would be successful and what was needed to get there

OTHER ALL-TOO-COMMON ISSUES ARE TOO MANY MEETINGS, LACK OF ALIGNMENT AND TEAMS OPERATING IN SILOS

They essentially operate in silos – not because silos are inevitable, but because they don't have systems in place to build **clarity** and **alignment** across functions. Even a small leadership team can lead their teams in different directions from the leader's goals and priorities

So many leadership team meetings, and leaders
STILL don't know what the other is thinking
or relaying to their own teams

What had they tried?

- Off-sites for more time together
- Consultants to review the plan
- Workshops to clarify outcomes



What was missing?

Comparing strategies for WHAT to accomplish and HOW to get there. We implemented our COMMITMENT system, and almost immediately, they were clear and aligned on WHO, WHAT, WHEN, WHERE, WHY, and HOW - with shared plans for making decisions and rolling out nationally

HOW DID WE DO THAT?

We conducted assessments and interviews, facilitated workshops for alignment and decision-making, and provided 1:1 Executive Coaching and Team Coaching – paired with meeting observations to provide feedback as they added new ways of leading together

Jordan and team were thrilled with the results!

- ✓ Teams knew what they should be working on
- ✓ Other projects could align with the rollout
- ✓ Project members began to look forward to meetings
- ✓ Morale went up
- ✓ Leadership was rowing in the same direction for the first time, hitting targets and producing results



The National Rollout was on a successful path after putting the COMMITMENT system in place

NEXT, WE INTRODUCE ANITA – A CEO WITH AN ACCOUNTABILITY PROBLEM

She inherited a service organization comprised of kind, giving leaders with outdated operations and no systems in place to hold them accountable for results

They had a history of ineffective operations and low staff morale, although clients felt served and cared for. The CEO inherited an environment of poor engagement among staff and volunteers – and poor results for new projects or changes. The board hadn't met a budget in years, and donor contributions were down

Your operations must support your goals and priorities, and you need systems in place to hold people accountable for outcomes

The Leadership Team lacked accountability, because they thought it wasn't nice to ask for outcomes from staff and volunteer teams

We've coached hundred of leaders and teams, and being clear about expectations results in higher morale and better outcomes across all groups. When leaders ditch the old, outdated business processes and turn low-performing meetings into high-performing meetings, miracles happen

Without clear expectations and operations to support the goals, this team gossiped, complained, and blamed each other behind the scenes for missed targets

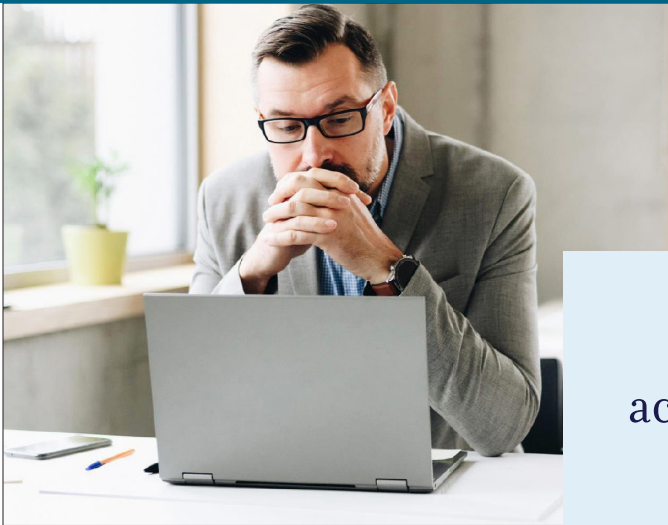
Our clients who have operations in place to hold leaders and teams accountable see dramatic increases in revenue and customer satisfaction, including nonprofits and other service organizations



THIS CEO WAS LOOKING FOR:

- ✓ A budget they could rely on
- ✓ Volunteers who felt comfortable engaging and serving
- ✓ Stability to have time and energy to plan a growth strategy and new budget
- ✓ Better morale among staff

When the operations support your most important goals, leaders and teams learn to naturally hold one another accountable



Has your team struggled with accountability? You might think it's challenging, awkward, requiring 'crucial' conversations that leaders would rather avoid

HOW DID WE HELP THIS CEO?

We implemented our ACCOUNTABILITY system from Top Team Accelerator for having the right processes in place to meet the goals, lead high-performing meetings, and be in continuous alignment about progress and needs

We facilitated off-sites and provided Executive and Team Coaching for the CEO and leadership team. For the first time in years, this group:

- Aligned on the goals and priorities
- Identified poor performance in a key role and reorganized
- Revised key processes and operational tasks to support those goals
- Reduced the number of meetings and turned their low-performing meetings into high-performing meetings
- Learned and practiced healthy conflict behaviors – to develop habits for being honest and holding each other accountable
- Wrote a growth plan and budget that they achieved in the next year

HOW TO HELP CHANGES STICK?

If you are like most of our clients, you have tried numerous ways to improve how you work together – Consultants, Workshops, Training, Reorgs. But then everyone gets busy and forgets what they've learned. Old behaviors reappear, and teams lose confidence that change can be sustained over time

Our PERFORMANCE system focuses on turning those positive changes into norms and new habits for the future

What's our secret?

Agreeing on metrics that tell everyone on the leadership team the same story about what's working and what needs extra attention

Changes stick when performance measures are:

- Accessible
- Easy to understand
- At the fingertips of each leader on the team



Just like Sarah, a manufacturing executive who rescued a global upgrade after ONE YEAR OF GETTING NOWHERE – teams not aligned, complaining about performance, and workforce challenges were blamed for poor results. She and her team put new Performance tools in place to be clear about success and gaps and to monitor the changes they were implementing. They started to gain traction and renewed their support for staff, aligning on progress and needs

Now, Sarah's leadership team has the metrics and tools to quickly know what is working and what needs to be fixed, decided, replaced. Morale on their own teams shot up overnight, and team member performance issues were replaced with optimism about how they were excelling

LEADERS HIRE US TO IMPLEMENT TOP TEAM ACCELERATOR



TEAMWORK

Build trust and collaboration for a cohesive leadership team

COMMITMENT

Develop clarity and alignment to remove silos. Teams row in the same direction

ACCOUNTABILITY

Ensure operations support the goals of today and tomorrow. Turn low-performing meetings into high-performing meetings

PERFORMANCE

Put in place metrics for everyone to help changes stick, focusing on behaviors and new habits

What would it mean for you to lead a cohesive, high-performing leadership team?



MARGIE OLESON, ED.D.

- Leadership & team development expert and coach
- Doctorate in Organization Development
- Dedicated 20 years to helping leaders/teams perform
- Coaches executives and leadership teams on building cohesive, high-performing teams

I'm on a mission to help you be the leader you always imagined... Creating a place to work where team members feel engaged and productive

Even if you've never had that experience yourself, you can create it now for your teams!

**BE THE LEADER YOU ALWAYS
WISHED YOU HAD**

WANT OUR HELP?

If you'd like to learn more about **Top Team Accelerator** and building a cohesive, high-performing leadership team, then apply for a **Business Strategy Call**

If we don't feel like it's a fit, we will let you know. Our goal is to give you the results you've always hoped for and confidence that what you are building will become part of your processes and habits in the future for you and your organization

Let's have a call and talk about you and your team. It could be the easiest step you take today... with the biggest gains coming back to you!

[APPLY FOR A CALL](#)

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