

■ CASE STUDY ■

Mid-level IT directors
spin leadership
development
into bottom line
savings



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In this national IT organization years of **cost-cutting, tight deadlines, changes** to IT infrastructure, architecture and their service delivery model left staff and their directors entrenched in silos,

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feeling **overworked**
and doing their best
to avoid raising the
ire of another group
in the organization.



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The VP's of Human Resources
and IT Strategy knew
IT Directors needed help to
cope with the changes **and**
get everyone working better
together.



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We designed a leadership development program using our **ThinkUP Framework™** to build competencies in collaboration and innovation.



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The goal was to **reduce the burden of leadership** by encouraging IT Directors to **work across functions** and to engage their direct reports in collaborative problem-solving.



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IT Directors quickly realized the **benefits of collaboration across functions** and with their teams and gained new confidence in doing so.



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With a shared language, process and tools for collaboration and innovation, silos came down and staff were given opportunities...



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...to contribute to
problem solving that
reduced the burden
on IT Directors and
enabled innovative
solutions to come to
light faster.



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In one instance, the **collaborative effort** of two IT Directors and their teams **had a huge impact.**



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Not only did they **resolve** a recurring network **issue that cost upwards of \$400K/hour** in lost client sales every time it occurred...

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...their solution
contributed
**\$160K in bottom-line
savings** to the IT
organization.

Expect
Top
Performance
From
Your Team

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Want to love leadership again?

Let's *get your team achieving more* than you ever thought possible.

