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







### CASE STUDY --

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



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







# 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.





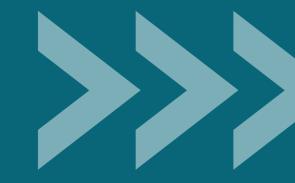
We designed a leadership development program using our ThinkUP Framework™ to build competencies in collaboration and innovation.

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.



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





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

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





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





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



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



# Expect Top Performance From Your Team

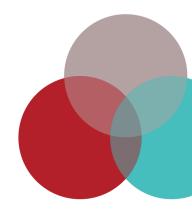
touchpointslearning.ca







# Want to love leadership again?



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

