

■ CASE STUDY ■

Human Resources
Leaders **create**
value for employees
and clients through
collaborative
engagement



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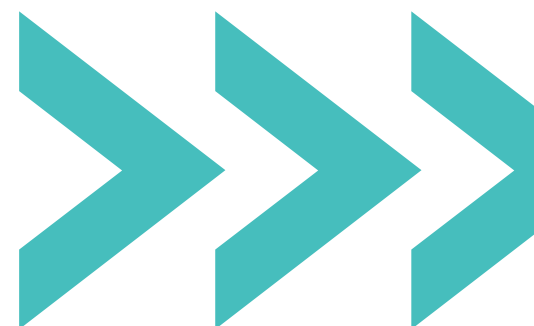
What do you do when you innovate your service delivery model and realize **the staff you rely on to deliver that service are feeling conflicted** about stepping into their new role and evolving long-established business rules?



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That's the question the Senior Leadership Team of a Human Resources group brought us when despite the change effort they kept hearing the same **complaint** from internal clients over and over again:





“

Why can't you
deliver the human
resources services
we need, better,
faster and more
simply?

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We took a top-down approach to improve customer experience and started with the Senior Leadership Team and Middle Managers using our **ThinkUP Framework™**.

This gave them a shared language, process and tools for collaboration and innovation.

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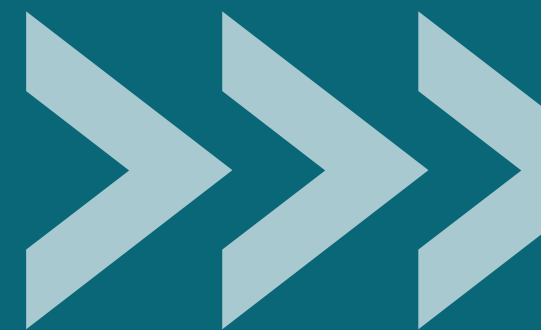
We then engaged Senior Leaders in applying this training to lead the Managers and HR Advisors through a series of **collaborative problem-solving** activities so that they could work through the change issues that were surfacing.



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We then trained front-line HR Advisors on the **language, process and tools** so that they could step more easily into their new role and lead collaborative problem-solving with their clients.

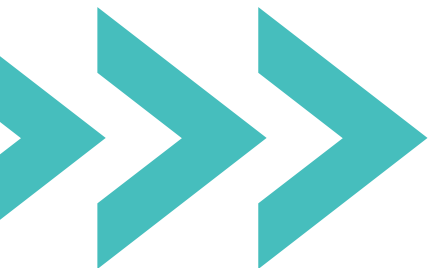


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Using what they learned, Middle Managers worked with HR Advisors to coach them to desired client outcomes. Senior Leaders used this experience to **develop a Talent Management Framework** and developed new insight...

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...into how to **engage** staff collaboratively in change matters that impacted them and developed an **Engagement Framework** to guide future change efforts.



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Employee satisfaction with how they **engaged** with managers and in how **change** was introduced to the branch showed consistent increases over time



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and client satisfaction improved too when they realized they were getting the **better, faster and more simply delivered services** they wanted.



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