

■ CASE STUDY ■



IT Team
rethinks
innovation to
deliver value to
the business



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An **IT Team** in a highly regulated science field was responsible for **delivering new value** to their organization.



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ThinkUP
FRAMEWORK™

They were having little success in delivering solutions that their business clients wanted or perceived as having value.





They needed a way to **lead change** in the organization, and **better engage and collaborate** with their business clients in that process.



We ran a diagnostic in the organization using the **Organizational Growth Indicator (OGI) Assessment**

The logo for ThinkUP Framework is located in the top right corner. It features the word "ThinkUP" in a blue, handwritten-style font, with a small red heart above the "i". Below it, the word "FRAMEWORK" is written in a smaller, blue, sans-serif font. A colorful arc (red, orange, yellow, green, blue) is positioned below the text.

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FRAMEWORK™

Three white, stylized arrows pointing to the right are located in the bottom left corner.The logo for TouchPoints Learning & Innovation is in the bottom right corner. It consists of a blue square icon with a white circuit-like pattern, followed by the text "TouchPoints" in a large, bold, blue font, and "LEARNING & INNOVATION" in a smaller, blue, sans-serif font below it.

TouchPoints
LEARNING & INNOVATION

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...to determine the team's ability to **create value** and adapt to change.



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The logo for ThinkUP Framework is contained within a white oval. It features the word "ThinkUP" in a blue, handwritten-style font, with a red heart over the "i". Below it, the word "FRAMEWORK" is written in a smaller, blue, sans-serif font. A multi-colored arc (red, orange, yellow, green, blue) is positioned at the bottom of the oval.

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This allowed us to help the IT Director pinpoint the hidden factors that were supporting and constraining their efforts.



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This team was most challenged in aligning around **strategy** and **collaborating with others** internal and external to their group...



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...and they lacked
the **problem**
resolution skills
necessary to drive
innovation.





We used our
ThinkUP Framework™
to deploy a customized
training program to
address these issues

(with a shared language, process and
tools for innovation, collaboration &
problem solving.)

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The team learned
how to align around
strategy, bring clarity to
roles and responsibilities in
the innovation process,
and how to **structure**
productive collaboration...

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...so that the team
was able to build
relationships and trust with
their clients and work to
deliver **better value** in
reaching their goals.

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.

