



Workplace Communication, Inc.

CASE STUDY

State agency

Client Results

Accomplishing tasks through assessment of process

The Challenge

Meetings consist of employees arguing with each other with nothing getting accomplished. Interpersonal issues have affected not only how others interact, but whether they support one another on collaborative projects. Certain individuals always support one another whether or not it is the best process for the project and others always disagree no matter what the issue. Group members interrupt, or talk over one another and do not listen. Deadlines are missed and productivity is down due to interpersonal conflict in the group.

Our Approach

As consultants we needed help the manager create an environment which will help:

- Identify interpersonal process of the group, including decision making and allocation of power.
- Develop ground rules to help the team to function.
- Teach mediation techniques to address interpersonal issues in the group.
- Create meeting techniques to focus the group and make members accountable.
- Generate roles to keep the group on task.
- Teach the group problem solving techniques and group development.
- Enable group to examine their process and make adjustments.
- Ongoing activities to help integrate employees into a well-functioning team.

Outcomes

- Productivity increases and deadlines are met.
- Trust between group members dramatically increases.
- Communication between group members becomes more open and honest.
- Group members understand their roles and responsibilities.
- Interpersonal conflict resolved and group becomes more cohesive.
- Group has a process to tackle problems.
- Supervisor identifies need for cross-training.

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