



CLI
CASE
STUDY

CASE STUDY OVERVIEW: CLI Helps Build a Team Capable of Trust, Collaboration, and Communication

The Need

CLI was asked to help develop cohesion in a high profile leadership team for a Chicago non-profit organization. The client shared that the leadership team would be facing new

challenges and needed to pull together to create an effective strategy to face future goals.

The Corporate Learning Institute Approach

We developed the program to include a pre-program assessment and preparation phase, two-day off-site phase, a half-day session at the client's site, and two personal coaching sessions with each team member as the program concluded.

For the initial program phase, we created a needs assessment survey to determine the opportunities and challenges that the team members faced. In addition, each participant was asked to complete a **DiSC® Personal Profile Assessment**. Based on this assessment, we combined each person's work style preferences to determine the group culture and its relative strengths, weaknesses, and blind spots. Finally, participants were asked to read about high performance teams and how they operated.

The two-day offsite was held at a retreat center that offered a low and high ropes course and state of the art meeting space. The immersion experience included classroom and outdoor sessions that changed participants mentally, physically, and emotionally. Business strategy tools were woven into the session so that the team developed goals, solutions, and action plans for moving forward.

The final phase of the program included one-on-one coaching sessions so that team members could expand their openness to trust, learn to resolve conflicts, learn effective negotiation skills, and improve their listening and empathy skills.

Results

Post-program follow-up showed that individually, participants scored higher on soft skills and teamwork skills. The team rated their effectiveness and showed improvement in overall teamwork effectiveness scores.