

Leadership Development Helps a Telecom Giant Compete in a Changing Market



A TELECOMMUNICATIONS GIANT DEVELOPS ITS TEAM AND LEADERSHIP CAPABILITIES — AND REDUCES PROJECT CYCLE TIMES BY 1/3.

SITUATION

In order to keep up with the expanding cellular marketplace, a global telecommunications leader needed to address problem areas in product development and customer service. It also needed to improve coordination to support both internal and external customers, and address acquisition issues.

SOLUTION

Interaction Associates:

- Transferred skills to company leaders through the *Facilitative Leadership*® workshop,
- Conducted a two day off-site to develop support for cultural change,
- Developed team skills for intact work groups,
- Created the internal delivery capacity needed to facilitate the cultural change essential to meeting the market challenges.

RETURN ON INVOLVEMENT


The client reported it cut project cycle time by one third, with leaders now demonstrating the espoused values in the cultural change effort. It also reported an increase in leaders’ efficiency in problem solving,

decision-making, and leading group activities. Employees used their newly-acquired leadership and team skills to facilitate the implementation of quality and customer service programs.

*The client’s name is withheld to protect its privacy.

vital statistics

- **A leading global telecommunications firm**
- **Employs 65,000**
- **Serves more than 26 million customers**

 **Interaction Associates** IA is a 40-year firm specializing in the development of Facilitative Leaders. We equip these leaders to solve complex problems and achieve extraordinary results by leveraging the power of people working together. Since 1969, we have partnered with global leaders across all industries, and many of the Fortune 100, to transform the way people lead, and are led, at every level in an organization.