



Training Attention Ltd

systems thinking in practice

Training Attention Case Study A company in need of some TLC

What did the Client want to have happen?

During our first meeting with our client we asked this question. As the panel of senior leaders began to answer the question in very different ways everyone in the room realised that no one had a definitive answer to this question.

Caitlin and I found this refreshing as we often work with people who are very sure they know what they want to have happen, but as we build a project we uncover conflicting outcomes. To start with a blank slate was perfect for us!

What did we do?

We interviewed the panel of senior leaders and board directors individually to clarify their outcomes and their perceptions of the current problems in the company.

We conducted meeting observations to check for consistency between what the leaders were saying and what was observable in the business. We noted the following patterns:

- Lack of clear vision
- Low accountability
- Unrealised potential
- Inconsistent performance management

We facilitated teams of senior leaders to coach each other into solution focused thinking.

We shared models for improving feedback, resolving misunderstanding and team conflict as well as strategies for increasing accountability.

What happened next?

Senior managers started meeting up outside the sessions to deal with business issues which had plagued them for years, such as stock maintenance.



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Instead of complaining about it in endless meetings they began facilitating their colleagues from problem states to clear outcomes.

They rolled the training out to the rest of the management grades in collaboration with us. The company began sharing feedback across hierarchies and departments. The company began to take responsibility for itself.

For more information on how we can work with your company to achieve similar results please contact Nancy on nancy@trainingattention.co.uk.