



Early
Childhood
Education
Services

CASE STUDY: Early Childhood Education Services

MISSION

To ensure infants and young children are nurtured and educated. The organization works to increase the supply of high quality childcare and to ensure that all children have access.

TEAM PROFILE

Senior Leadership Team > CEO + Staff of 4

Recent winner of Managing for Excellence Award given to the best-run nonprofit by The Community Foundation for Greater Atlanta.

LOCATION

Atlanta, Georgia

LENGTH OF ENGAGEMENT

October 2014 - April 2015

TEAM ISSUES BEFORE COACHING

- Continually revisited decisions
- Entrenched silos reduced necessary collaboration
- Communication roadblocks

TEAM GOALS

- Increase trust and accountability
- Speed decision making
- Improve alignment to carry out new programs and initiatives

OVERALL IMPROVEMENTS

PRODUCTIVITY

- Alignment ↑ 51%
- Goals & Strategies ↑ 35%
- Accountability ↑ 34%
- Proactive ↑ 30%
- Team Leadership ↑ 28%
- Resources ↑ 15%
- Decision Making ↑ 15%

POSITIVITY

- Constructive Interaction ↑ 88%
- Communication ↑ 57%
- Trust ↑ 51%
- Optimism ↑ 37%
- Values Diversity ↑ 32%
- Respect ↑ 25%
- Camaraderie ↑ 21%

▶ OVER FOR
MORE RESULTS



METHODOLOGY

The team scored itself at the beginning and end using the online Team Diagnostic assessment created by Team Coaching International. The team was coached as a group every few weeks, following a change agenda totally customized to their needs.

Additionally, each person took the Harrison Leadership Assessment. Comparing their individual results revealed team strengths to leverage, and how to shift habitual patterns that weren't working.

MORE RESULTS

Decisions are made faster, and re-visiting decisions declined dramatically.

Trust increased 50% as the team improved how they handled conflict and differences. Team toxins that inevitably appear under stress - blaming, defensiveness, stonewalling - are named and managed differently.

Their staff saw improvements in how they worked together. They're training their direct reports on using these new tools.

IN THEIR WORDS

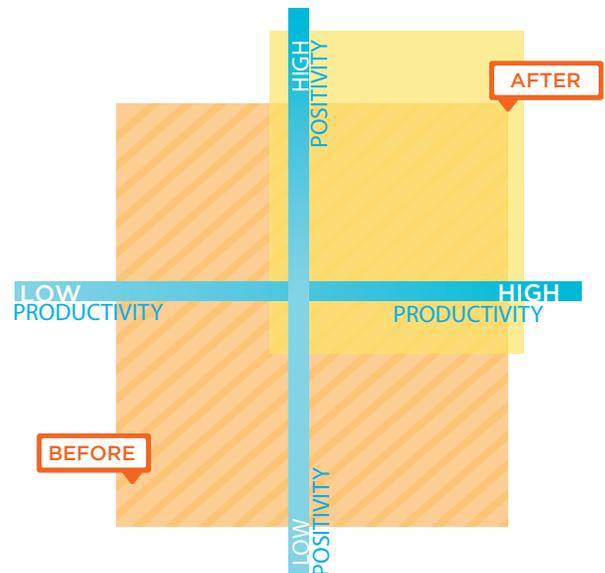
"The new ways we're leading together inspire our staff, and there's a trickle-down effect."

"We're experts at evaluating our programs. For the first time, we analyzed our team and uncovered improvements so we could fully step into our vision."

"As a leader, I realized when it's time for me to make the decision instead of us getting stuck in consensus-building."

"The up-front cost and time commitment are worth the long-term performance improvements. This is a great return on investment."

MACRO VIEW: Before & After Results
October 2014 - April 2015



InwardBound® Center for Nonprofit Leadership, a registered 501c3 funded by donations. Assessment from Team Coaching International (teamcoachinginternational.com), copyright 2015.