



### Case Study: Small Law Firm

**Situation:** A team of long-time employees with set business practices were struggling with productivity despite having a full workload. There was some institutional/cultural impacts leftover from an employee transition that also needed addressing. Though it was a small team the group was not optimizing their talents as effectively as they believed they could, and there was an ongoing question of how the firm might transition after the founder sells the business.

**Solution:** Team Diagnostic Coaching. Using the Team Diagnostic tool we assessed the team's strengths and weaknesses. The Diagnostic tool provides a reliable and safe systems view of the team centered on the team's ability to be productive while also encouraging authentic conversation. Using a debrief process, we helped the team create an action plan for improvement tied to the overall business metrics. Monthly ongoing team coaching sessions followed to ensure accountability and continued learning. At the end of the predetermined coaching the team was able to see dramatic improvements in organization, systems and overall productivity while improving team communication and collaboration.



### Case Study: Hometown Credit Union (HTCU)

**Situation:** For two consecutive years, Warrior Team Coaching created a full office team offsite for HTCU. The theme of the first year was listening and connection. After that initial successful experience, the HTCU leadership team decided the theme for the 2nd year should be resiliency. Knowing a new IT system was about to be implemented - foreseeing the potential of added stress and challenge to the team culture - and working to prevent it as much as possible.

**Solution:** Custom day long workshop combining speaking, training, interaction and fun. Warrior Team Coaching, in conjunction with Jenny Evans of Powerhouse Performance Coaching, created a full day of work together focusing on resilience. Combining Jenny Evans' work on the connection between brain science and stress, with the work of Warrior Team Coaching's interactive model - the HTCU team left the day feeling much more ready to approach the upcoming transition, and energized at how this day helped them handle stress in their personal lives, too.



### Case Study: Friends school in St. Paul, Minnesota

**Situation:** Friends school uses common community values and conversation to aid in school culture. Among one particular group of middle schoolers this conversation was not enough. The group was exhibiting high levels of team toxins (criticism, blame, defensiveness, stonewalling, contempt) and this was making learning dramatically difficult for the grade level as a whole. Additionally, their behavior threatened to burn out the teachers and administrators associated with the group.

**Solution:** Training and ongoing team coaching model. After talking with teachers, parents and administration and watching this class in action, it became apparent that they were in great need of awareness training about the team toxins that were running rampant and how to deal with them. We developed a multi-day training and coaching approach with students committing to small daily improvements at the end of each 1-2 hour session. We worked with the group for two weeks of ongoing coaching and training. More than anything we provided another frame of reality (not to mention temporary respite) for the classroom teachers who'd been working with this group all year. This was a perfect storm of students creating a toxic environment. And, with the tools and training we provided, the students were able to create more resiliency and deal with conflict in healthier ways having created some team agreements that everyone could accept.



### Case Study: St. Paul Urban Tennis (S.P.U.T.)

**Situation:** S.P.U.T. was looking to develop a leadership program for their students that might help develop their skills. The group was largely made up of students who had never before considered themselves a leader. The vast majority of the students were of Hmong or Karen descent and typically tended to hang back and silently observe. They had good ideas but weren't sharing them. They needed some training in how to be better leaders.

**Solution:** After a few conversations with the staff it became apparent that a custom day-long team development day would be best for the sake of creating a safe space for students to share their experiences and step out of personal comfort zones. Warrior Team Coaching developed an offsite program that combined learning, fun, storytelling and leadership development in conjunction with the adult program staff that left the group excited and energized to take their new skills back to the rest of the population at S.P.U.T.