



## Building Intact Team Capability to Accelerate Performance

### Business Context

A Global pharma company had ambitious plan to expand its R & D center to take on complex analytical and pharmaceutical formulation development to cater to global markets.

The intact team was faced with delivering complex projects, which needed them to collaborate and work as one cohesive work unit to deliver on project goals at the right quality and cost within timelines.

A pre-liminary diagnostic study revealed that there was interpersonal conflict, lack of trust and interpersonal communication, which was affecting team working and more importantly results. Further, a few members of the team were not delivering in their role which was a cause for concern and in addition, a few senior leaders lacked ability to engage and lead the team.

Thus, the intervention aim was to create a high performance team, build skills and competencies, and enable the team to deliver on goals and objectives linked to the overall business plan for the year.

### Intervention Design

We worked with the client over a period of time, each intervention was designed to address one challenge at a time; the first intervention was designed to provide a better understanding of each other's personality, styles, and preferences. Moving on, we then created a lens to build trust, foster collaboration, and develop skills to manage interpersonal conflict. Finally, we delivered a workshop to provide feedback on individual and team strengths, use a strength-based approach to accelerate both individual and team performance. Each member had an Individual development plan with one to one coaching support to enhance his role contribution along with a consolidated team dashboard to accelerate results.



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## Business & Personal Impact

Performance was monitored over 3 years, and the team delivered 100% consistently on all projects with the right quality and cost. The R & D centre received recognition for accomplishing several complex projects that led to the physical expansion and addition of new research facilities.

### “Client Speak”

“We wanted to design an intervention for an intact business team to build leadership capability, improve team climate and build team synergy to help us achieve our business goals and objectives for the year.

As a result of the intervention with Human Network, we could see that managers were far more open and willing to share vital information, invest in strengthening interpersonal relationships, manage disagreements, which led to better team working and greater collaboration. Besides, it provided a clear roadmap to each member to focus on the right competencies to enhance his individual role contribution dovetailed with the team action plan to impact results.

Ashwin brings positivity amongst the participants and inspires them to introspect and use their strengths and adapt their management style to create strong interpersonal relationships, which has a multiplier effect and accelerates results in a dynamic business scenario.” – **Business Head (Projects & Research Centre,) Global MNC Pharma Company”**

### Perspective on Building intact Team Capability

Building intact team capability is one of the most powerful ways to build capability and accelerate performance. Additionally when you tie up the intervention to helping the team achieve business KPI's for the financial year, you create a bridge between learning, application and results. This is the kind of learning, which taps into the collective intelligence of the group and helps the organization retain the competitive edge.

### Need more information?

To discuss how you can build Coaching skills for driving organisational change and performance for your organisation:

**Call: + 91 9920 052 172 or [mailus@human-network.in](mailto:mailus@human-network.in)**

### About Us

Human Network is a leading edge leadership and talent development consulting firm. Our core areas of expertise include Leadership development, Executive Coaching and Custom interventions designed to build critical competencies for success and accelerate performance.

To know more about how we can partner you to build the right capability building architecture to drive performance, log on to [www.human-network.in](http://www.human-network.in)



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[www.human-network.in](http://www.human-network.in) | [mailus@human-network.in](mailto:mailus@human-network.in) | +91 9920 052 172

A-804, Jaswanti Allied Business Centre, Ramchandra Lane, Kanchpada,  
Malad (W), Mumbai - 400064