

THE JOB TO BE DONE

A Global 50 corporation sought to strengthen its User Support Team, which handles the employees' information-management needs. Senior management hoped to increase the team's productivity by sharpening their focus on top priorities and improving how they spend their time.

According to one of their managers, "We had brought in the 'training flavor of the month,' but it provided no traction or lasting model to follow to improve focus and execution on key goals and initiatives." The manager and others had identified focus and execution as key issues within their group, and wanted training solutions that would produce long-term results.

SOLUTION

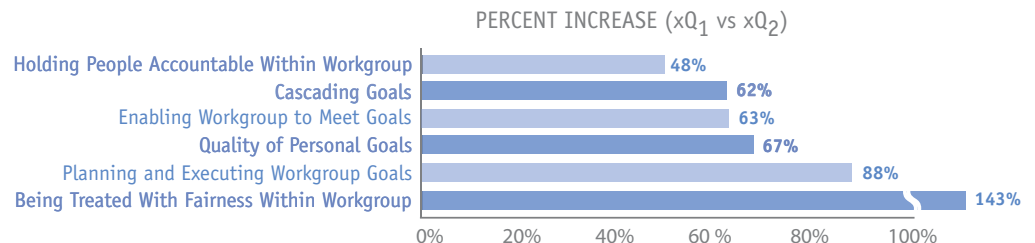
The company implemented FranklinCovey's execution process to achieve the business results they were looking for—sustained superior performance. The FranklinCovey xQ assessment was administered to approximately 60 employees. The overall xQ score measures an organization's ability to focus and execute on key organizational priorities.

An xQ Leadership Debrief session conducted by FranklinCovey Senior Consultant, Don Tanner, soon followed for eight members of the group's leadership team to review the survey results. The half-day debrief was coupled with The 4 Disciplines of Execution work session over one and a half days for the leadership team, also facilitated by Tanner.

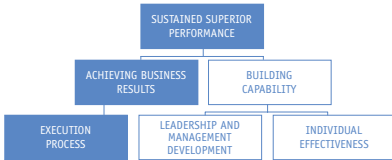
The manager said that during The 4 Disciplines of Execution session the leaders caught the vision of the potential of the training, and scheduled a company-wide session. "We held a huge session for roughly 60 people that required two FranklinCovey consultants. We shared the xQ assessment data and worked through the process of cascading our group's key goals and highest priorities among our employees. We wanted to make sure all of our people were getting the same information and learning the same things as the leadership team," said the manager.

RESULTS

The manager said FranklinCovey training solutions have been very well received and the feedback from employees is positive. Other managers within the 600-member organization are interested in what this division is doing with the xQ assessment, The 4 Disciplines of Execution, and other FranklinCovey services. Overall xQ scores improved 23%, some of the greatest improvements were in the following areas:



The manager commented, "We're confident we now have the long-term solutions and tools in place to continue defining and aligning what we work on to serve our users effectively and to help meet the key objectives of the corporation."



The ability to execute on top organizational objectives is one of the necessary traits to achieve sustained superior performance.

Execution is only possible when everyone knows the top goals and possesses a relentless drive to achieve them.