

## Team Building

The leadership team of a large division of a public sector employer operated effectively as individual subject matter experts, but when collaboration was required, the team was dysfunctional.

### Challenge

The leadership team was ineffective due to internal conflicts, resulting in low productivity among employees in the functional units. The organization was facing substantial internal and external changes, and the members of this leadership team needed to be role models in adjusting and adapting to build team effectiveness.



### Objective

MRA helped the organization identify strengths, problems, and expectations in order to move from an individual perspective to a holistic professional team that provided services to the rest of the organization.

### Results

- MRA met with the team leader to complete a situation analysis and developed an interview questionnaire to gather individual data regarding group and individual strengths, derailers, and expectations of the team leader's role.
- MRA gathered data that identified meaningful patterns, gaps, and opportunities to establish a course of action.
- MRA helped identify standards of performance for respect, collaboration, and individual accountability to support colleagues and their endeavors.
- Team sessions were established to reinforce expected behaviors and build partnerships.

For more information, contact Member Relations at [MemberRelations@mranet.org](mailto:MemberRelations@mranet.org), or call 800.488.4845.

[www.mranet.org](http://www.mranet.org)  
800.488.4845

**Wisconsin**  
N19W24400 Riverwood Drive  
Waukesha, WI 53188  
262.523.9090

**Minnesota**  
9805 45th Avenue N  
Plymouth, MN 55442  
763.253.9100

**Illinois**  
625 North Court, Suite 300  
Palatine, IL 60067  
847.963.9860

**Iowa/Western Illinois**  
3800 Avenue of the Cities, Suite 100  
Moline, IL 61265  
309.764.8354