



Case Study 1:

Leadership Team

Acceleration - Asia Pacific

Business Unit in a Global

Tech Company

Driving Change through

Effective Leadership

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Client Overview

A high-performing business unit within a global IT company (80,000+ employees) managed 100+ tech support for customers generating \$9bn of business annually. Operating amid rapid change—talent competition, cost pressures, and technological disruption—the leadership team excelled individually but siloed under pressure.

Recognizing the need for greater cohesion to navigate upcoming transformation, the Head engaged Infinity Leadership to unite this group of exceptional individual leaders into a truly collaborative Leadership Team capable of delivering results while steering the business through significant change.

Approach

- Consultation with key leaders to understand context and determine specific needs to design the approach
- Measured the effectiveness of the Leadership team and each individual leader at the beginning of the engagement using a Leadership Circle Collective Leadership Assessment and 360 Profile tools
- Designed and delivered a series of 1-day interventions that became the “Infinity Leadership Pathway” program
- Ongoing contact with key stakeholders in between interventions to assess current needs and flex the program as necessary
- Used Business Simulations as vehicles for participants to gain broader and deeper insight through ‘safe’ application of their learning
- Used professional corporate Actor/Facilitators to bring the simulations to life
- Measured the effectiveness of the Leadership Culture at the end of the first series of interventions
- Quantitative and Qualitative measures were used to measure the success of the program

Key Results

Significant Improvements in Measures of Effective Leadership

- Average improvement of 34 % across five key measures of effective leadership achieved over 8 months working with the team.

Benchmark Team Ideal vs Actual Leadership Scores

Showing large gaps between Ideal (Lines) and Actual (Shading)

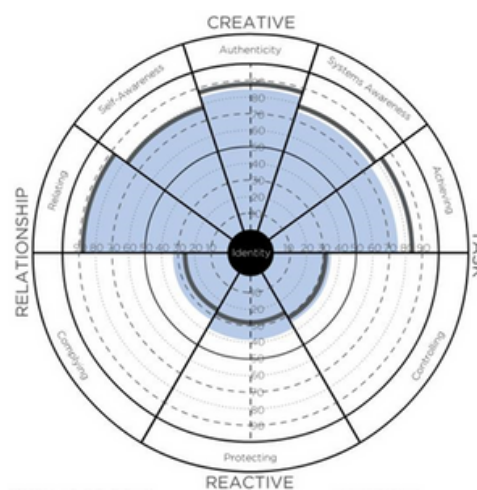


Measured Improvements

Authenticity: 45 %
 Relating: 41 %
 Self-Awareness: 37%
 Systems Awareness: 29%
 Achieving: 16%

9 Months Later

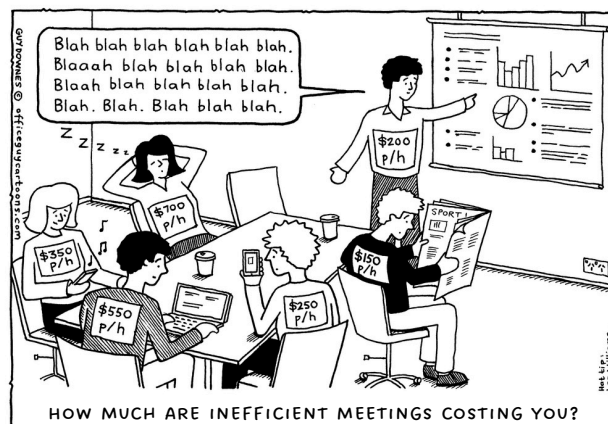
Gaps are closed - the team had reached its Ideal



Key Results (continued)

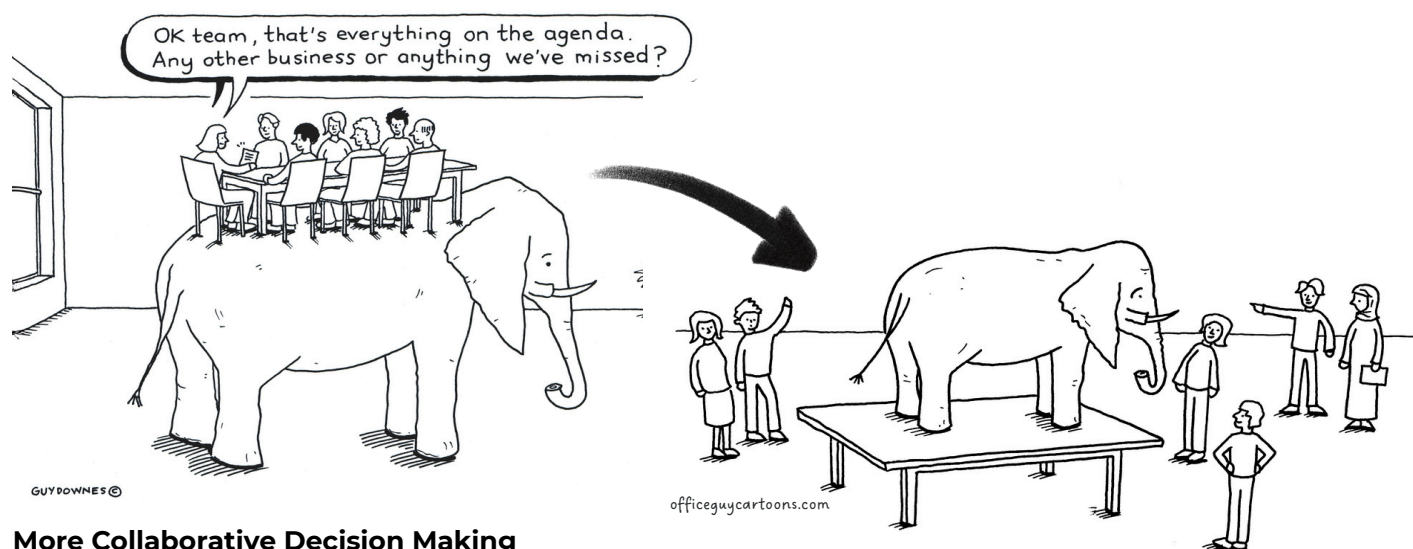
Improved Efficiency in Management Meetings

One example cited was the saving of 50+ Manager hours of data collection, analysis, review and re-work over 3 months during performance review period. This inefficient use of time has been replaced by regular cross-functional constructive, development focused conversations between peer Managers about their staff. In addition to the 50+ hours saved, the final promotions ratification meeting was reduced from 5 hours of conflict to 25 minutes of constructive decision making with everyone aligned on the final promotion outcomes.



Faster Conflict Resolution

The team reported that a higher number of 'conflict-resolution' conversations were happening across the team. This was confirmed by the team leader as they had observed a significant reduction in escalation of complaints about 'patch-protection' of peers in their team.



More Collaborative Decision Making

Purposeful and creative action replaced blind adherence to historical processes. The team created a completely new promotions review approach which sparked mentoring across divisions and eliminated the problem of Managers irrationally defending their own nominations. Managers now feel jointly responsible for promoting the right people regardless of which team they belong to

Increase in Coaching

The team reported a significant increase in the number and quality of coaching conversations with peers and direct reports.

Higher levels of Trust

Team decisions that need to be made in the absence of one or more leaders are more readily accepted and acted upon by all.

Shift from Fixed Mindset to Growth Mindset

Innovative learning culture is growing as a result of a greater focus on rewarding 'right effort' vs. a binary focus on success or failure.

Please get in touch, we'll be delighted to help you!



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