

High Performing Teams On Purpose

DELIVER • PERFORM • PURPOSE

for Teams and Organizations

YOUR
CRESCENDO

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We help teams and organizations drive results through projects by building and inspiring **high performing teams.**

Solutions and Tools

Successful Project Coaching

Groups and One-on-One

Projects fail more often than you might think (1 out of 3 per The Standish Group). When you consider the herculean effort to deliver them, it's sobering to realize that possibly a third of it is possibly wasted. This is a substantial opportunity. What could you do with an additional third of your program budget. Deliver more? – Do it for less?

Career paths for project delivery professionals are somewhat unique. Given they are most often responsible for delivering critical change for your organization, it's important that they feel a sense of career direction and purpose.

Individual and group coaching can provide both the **benefits for your program and direction for your team.**

- **Program / Project Delivery (PMO) Diagnostic**

- **DELIVER, PERFORM, PURPOSE DIAGNOSTIC ©**

- **Project Coaching**
 - Individuals
 - Groups / Teams

Growing Project Delivery Teams

Workshops, Forums and Retreats

Organizations often need a **focused team effort to create a specific and tangible outcome.** This can range from process or product innovation to management routine development and beyond.

We develop and deliver creative forums, workshops and retreats that engage attendees beyond the typical off-sites. We focus on **delivering the target outcome while building the team in a sustainable and memorable way.**

- **Be Your Maestro Forum Series (open)**
PROJECT • CAREER • PURPOSE

- **Workshops, Training & Forums**
 - Development
 - Delivery (Facilitation)

- **Keynote Speaking**

Team Dynamics Consulting

Team dysfunction is often an accepted consequence of high-pressure projects. Team members don't talk – or they aren't candid and colleagues don't trust each other. It doesn't have to be this way. A team dynamics check point can **move your team from dysfunction to high performing** – and make way for a successfully delivered project.

Happiness is the new productivity. Given the challenges of attracting and retaining the right people to your team, it is imperative to appeal to your team's mastery and purpose needs to keep morale high and your project moving.

- **High Performance Team Initiatives**

- **Team Building Approaches**

- **THE SPEED OF TRUST**
–Franklin Covey
- **THE FIVE DYSFUNCTIONS OF A TEAM**
–Patrick Lencioni



Over the past 15 years, I've been able to build high performing teams and enable successful project delivery for a number of clients. I'd love the opportunity to do so with you.

-Reggie Hammond, Managing Partner

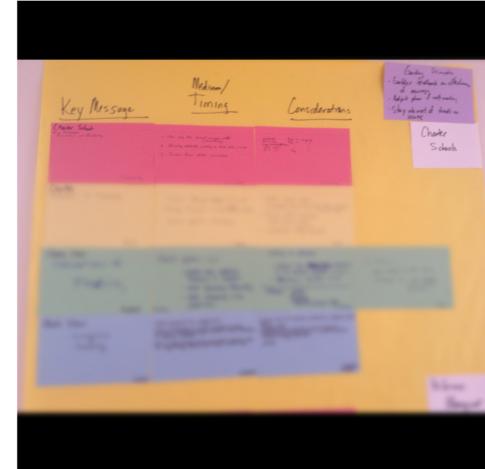
**Maximize your impact.
Optimize your performance.
Play your crescendo.**

One client's experience...

What was your objective?

I wanted to bring in an outside person to be able to facilitate a process where my team was engaged and where we could be refocused on our work; see our deficiencies, strengths and building blocks to move forward and create our plan for the next year. Usually, we would do it on our own. This time I thought it might be helpful to have that outside perspective.

In addition, I was new in my role. I was there a little under a year. So there were also some internal dynamics at play as there will be with new leaders, new plans, new ways of doing things, etc. I was also very interested in getting help to gel better with my team.



Describe the experience. Were there any memorable moments?

The experience started before the actual event with the entire team. This was incredibly valuable to me. Reggie and I met a couple times and had in depth conversations about my needs, hopes and goals. He was very candid from the start, which I appreciated. He told me, "We need to deal with you first, see what's going on with you, before we focus on the team." He helped me pull out my own deficiencies as a leader. He challenged me to be comfortable with those types of conversations. He then started drafting some things based on what he heard.

He shared those plans with me and his creativity was amazing. He presented a menu of options for the different ways to engage, price point, etc. Having those choices allowed me to pick and choose the right solution for our needs. Then, we got to the part of engaging with the team. He came to the office, met the team, introduced himself and prepped them for what they were going to experience. It definitely got them curious, which was good.

Then, the actual day was amazing. It was refreshing to be in this contemporary space, to think, reflect and breathe. Breakfast was set up. His attention to the little things made all the difference. It was important for the whole experience. He knew that. We had breakfast, mingled and just enjoyed each other, which was nice. The structure, organization and very deliberate way he went from one item to

the next was perfect. He wasn't afraid to push where he needed to push. Again, he wasn't afraid to allow us to be uncomfortable.

Reggie knew more about communications and public education than I knew. I was really surprised. He did his homework. He knew our challenges. There was no, let's get him up to speed. He was 100 percent present. And that was important. He knew our stakeholders, roles, environment, etc. I was impressed. There was one memorable moment when he pointed out a stakeholder group we hadn't made a real focus. He was surprised. After the light bulb moment, we were too. We still talk about it to this day. Reggie took the time to do the work to make sure he would truly be a good guide and expert on what we deal with, and what we were trying to accomplish.

The icing on the cake was that he went out and found some communications professionals to come in and have a two-way conversation with us to discuss best practices, things we were doing, opportunities for growth, current trends, etc. That was the best part for us. Reggie was smart enough to not bring in other educators but corporations like Coke and AT&T to provide fresh perspective and new thinking. The entire team said that we need to do that regularly because it was just so valuable.

What has changed for you since working with Your Crescendo?

For me personally, I am now forced to regularly step back and take a breath. I find myself thinking more about my team, my expectations, how I'm communicating with them, how communication is being received, the impact that it is having. I'm also more cognizant about being more caring, listening, paying attention to the unspoken things, body language, etc. I am holding myself more accountable. Then there are the tactical things: how we work more collaboratively on plans, working more as unit, how we lead staff meetings.

As far as my team, what was tremendous was that we walked away feeling more like a team. I had this one colleague who rejected this word "team"; didn't understand how that reflected our department, work. And now that person is more comfortable with using the word; and sees that we are all concerned about each other and working together to accomplish our shared goals.

Why Your Crescendo?

As professionals and leaders, we are too close to our own work and our perspective on a daily basis to be objective enough to see opportunities for growth; opportunities period. It is refreshing to get an outside perceptive to measure your success, your progress, your worth. You cannot do it yourself. I think it's critical to have that outside view.

And then there's Reggie who comes to the table with tons of resources, who is so creative and all inclusive of the possibilities of how you can strengthen yourself, your organization and what you want to accomplish. Every consultant cannot do that. But he has very natural knack for it.

I enjoyed the entire experience. Really, the actual day was just a piece of it for him. He was thoughtful, organized and had a big-picture view of how to help me and my team. While working with him, you wouldn't think he had other clients. You would have thought he worked in public schools with the knowledge, skill and expertise he brought.

I would recommend him any day. He is the real deal.