



# Enhance team cooperation in newly restructured group

## Largest credit card company's international marketing department's quarterly team retreat

### Our level of responsibility

I had total responsibility for the design and implementation of this process. I worked closely with the department manager and assistant manager.

### Duration of the engagement

1 month

### The problem(s) presented to us

The department recently downsized from 60 to 22. Some of the current team came from other departments. This would be the first real team process they would experience together. The manager wanted something that everyone would participate in, mixing up the regular work teams, and forcing them to cooperate within their group, as well as with other groups. The process was to be creative and focused on an issue they were going to be facing in the upcoming 12 months. This meeting would be the first time they will hear of their new charge.

### Our steps in solving the problem

- Clarify expectations and desired outcomes.
- Present several options that met client's criteria.
- Work with client to refine the chosen process.
- Gather the tools and materials needed.
- Facilitate the process.
- Debrief with the team.

### Results achieved

The manager and assistant manager reported the process created a connectedness with their team, which has enabled them to work more cooperatively. The exercise worked so well, they want us to continue our work together.

**Morgan Seminar Group**

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