

# FOUR STAGE OD INTERVENTION LEADS TO MEASURABLE BEHAVIORAL CHANGES IN SENIOR MANAGEMENT

## The Client's Need

A client from the telecom industry approached CLD to conduct an Individual Coaching of the Team Building Workshop. The client wanted CLD to Determine priorities and desired behaviour outcomes based on the "Feed Forward" done in the workshop.

## The CLD Solution

CLD had developed the strategies for new behaviours. Design evaluation & quality checks to ensure a successful implementation. CLD conducted a Mini Interview & Assessment to see the impact of change.

**CLD team went through the following four stages:**

- Establish
- Enable
- Evaluate
- Energize

## The CLD Impact

CLD helped the client to achieve the following results:

### *Individual Achievements:*

- There was **80%** growth noticed in a participant in the behavior– **Increase in specificity**
- There was **60%** growth noticed in a participant in the behavior – **Less opinionated & more participative**
- There was **80%** growth noticed in a participant in the behavior – **Listening to other view points**
- There was **60%** growth noticed in a participant in the behavior – **More Confident**
- There was **60%** growth noticed in a participant in the behavior– **More receptive**
- There was **60%** growth noticed in a participant in the behavior – **Smiles More**
- There was **80%** growth noticed in a participant in the behavior – **Honest try to improve gaps**
- There was **80%** growth noticed in a participant in the behavior – **More interaction with the Team**

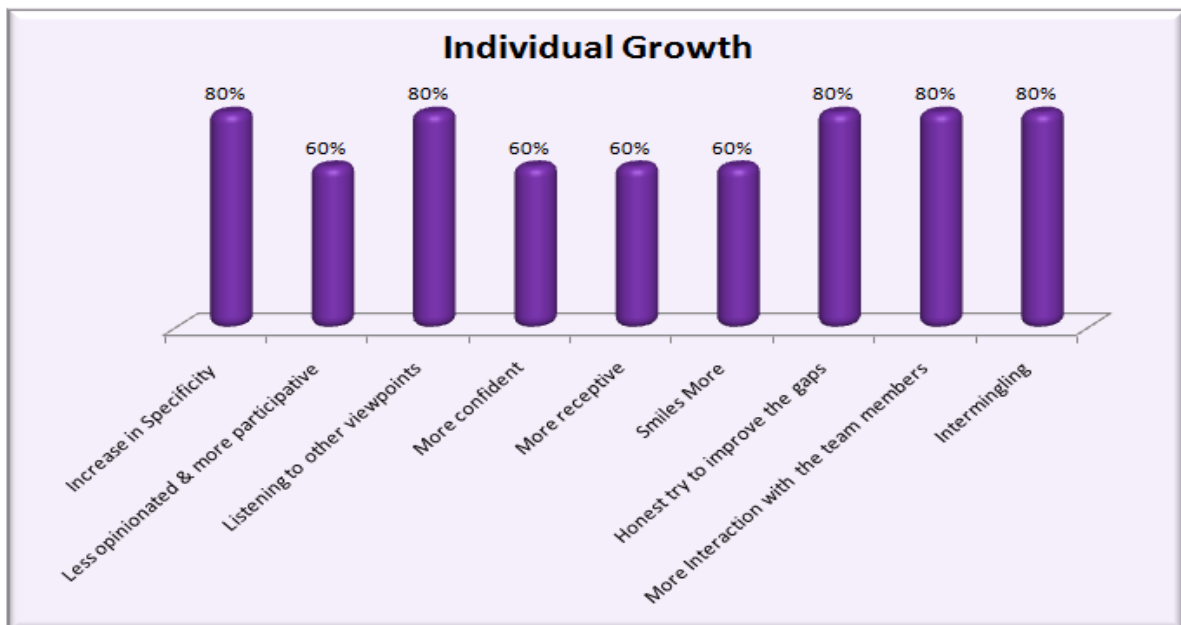
### **Members**

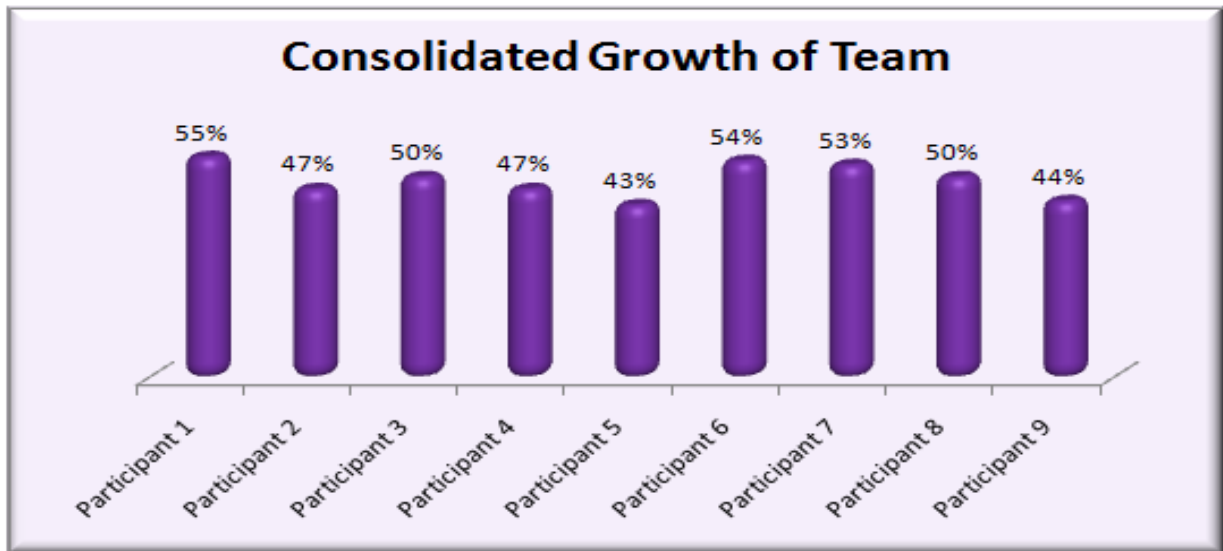
- There was 80% growth noticed in a participant in the behavior – **Intermingling**

**Consolidated Achievements:**

- The average growth of **55 %** was achieved by a participant in his/her behaviors
- The average growth of **47 %** was achieved by a participant in his/her behaviors
- The average growth of **50 %** was achieved by a participant in his/her behaviors
- The average growth of **47 %** was achieved by a participant in his/her behaviors
- The average growth of **43 %** was achieved by a participant in his/her behaviors
- The average growth of **54 %** was achieved by a participant in his/her behaviors
- The average growth of **53 %** was achieved by a participant in his/her behaviors
- The average growth of **50 %** was achieved by a participant in his/her behaviors
- The average growth of **44 %** was achieved by a participant in his/her behaviors

*CLD team did an assessment by using questionnaires and some interviews along with coaching to see how the team members were viewing the team on the behaviours noticed by them. The given below graphs shows Individual & consolidated growth within the team on the behaviour change noticed by the team.*





## Competencies we have worked with

- Achievement Orientation
- Building Leaders
- Commitment for excellence
- Driving change
- Effective Communication
- Planning & Execution
- Strategic Perspective
- Customer orientation
- Working in teams
- Modelling the way
- Inspiring a Shared Vision
- Challenging the Process
- Enabling others to Act
- Encouraging the Heart

## Business Results Produced by our Clients

- High Performance Team **increases customer satisfaction from 71 % to a consistent level of 100 %**
- Results-Focused Coaching Creates **Financial Savings of \$197,610**
- Diverse Approach Impacts **employee handling capacity by 800 hrs**
- Improved performance with significant **reduction in Average Handling Time**
- Improvement in **Customer Satisfaction from 69 % to 78 %**
- Diverse Approach Impacts Employee Satisfaction with **improvement in annualized attrition from 76 % to 61 % and drop in Absenteeism by 8 % in 4 months**

- Results-Focused Coaching **Improves Efficiency by 42 %**
- Diverse Approach **Impacts Employee Satisfaction with 32%** increase in approved leaves & 11% reduction in sick leaves
- Creating An Effective Hire Training Process with **exceeding the training threshold of 70% by 76%** in a process and 90% in another process
- Enhancing Customer Service Delivery with **increase in total problem resolution from 66% to 70%**
- Highest **growth of 74.8 % in the competency co-ordination and co-operation**
- **Competency Trust & Openness grows by 69.6 %**
- Diverse approach **impacts Right Communication by 76.8 % growth**
- Results focused intervention results to **70.8 % growth in Competency Leveraging Strength**

### Some results around competencies that we have produced

- The average growth of 79 % was achieved in the competency – **Driving Change**
- The average growth of 78 % was achieved in the competency - **Strategic Perspective**
- The average growth of 77 % was achieved in the competency - **Working in teams**
- The average growth of 66 % was achieved in the competency – **Building Leaders**
- The average growth of 64 % was achieved in the competency – **Planning and Execution**
- The average growth of 61 % was achieved in the competency – **Achievement Orientation**
- The average growth of 58 % was achieved in the competency - **Commitment for Excellence**
- The average growth of 42 % was achieved in the competency - **Effective Communication**

## Outstanding Achievements shown by our Coaching Clients:

- **The highest record of the overall average growth of 85 %** was achieved in the competency – Customer orientation
  
- **Highest growth of 300 %** was achieved by a participant in the competency – *Working in Teams*
  
- **Highest growth of 233 %** was achieved by a participant in the competency – *Achievement Orientation*
  
- **Highest growth of 227 %** was achieved by a participant in the competency – Commitment for Excellence
  - **Highest growth of 208 %** was achieved by a participant in the competency – Strategic Perspective
  - **Highest growth of 208 %** was achieved by a participant in the competency – Customer Orientation

## Our Journey so far

**He have already helped thousands of people across various industries to discover their true potential.**

**These include** Business Leaders, CEOs, Entrepreneurs, Ministers, Sports persons, Board of Directors, Vice Presidents, General Managers and Managers from Organizations like :

- Worlds Largest Direct Selling Company - AMWAY
- Worlds Number One Statistical Software Company - SAS GLOBAL
- Worlds Largest Employer - INDIAN RAILWAYS
- Worlds Largest Funding Agency - WORLD BANK
- Worlds Largest Liquor Brand - SEAGRAMS
- Worlds Number One Snack Food Company - FRITOLAYS
- Worlds Largest Optical Fiber Company - CORNING INDIA
- Worlds Largest Glass Manufacturer - CORNING INDIA
- Worlds 5th Largest Mgmt. & Tech. Consulting Firm - ERNST & YOUNG
- Worlds Eighth Largest Company - SIEMENS
- Asia's Largest Cellular Service Provider - HUTCH
- India's Number One Consumer Product Company - HLL
- India's Only Fortune 500 Company - INDIAN OIL
- India's Most Profitable Multinational Bank - BANK O AMERICA
- India's Number One Publication Company - INDIA TODAY

## Those Who Have Benefitted From His Work

### Team Building Interventions:

- World Bank
- American Express Bank
- Hutch India
- Citibank
- Seagram Manufacturing Ltd.
- Bank of America
- Ernst & Young Cap Gemini
- Corning India
- Keane India
- Bharti Enterprises
- Microsoft
- EXL (BPO)
- Oberoi Group
- Ranbaxy

### Service Interventions:

- Amway India Enterprises
- Bank of America
- Siemens Info. Systems Ltd.
- Hutch India
- Hexacom Cellular
- Plexus Technologies
- Command- Hutch Kolkata

### Leadership Interventions:

- AMWAY India
- Seagram
- Ranbaxy
- Siemens India Ltd.
- Hutch
- Airtel



**Behavior & Action Re-orientation Interventions:**

- Hughes Software
- SAS Global
- Bank of America
- Corning India
- Max India
- Bharti Enterprises
- Citibank
- Hindustan Times
- Indian Express

**Work-Life Balance Interventions:**

- Bharti Enterprises
- Wipro
- Ericsson
- Polyplex
- Candid India

## Well Wishers

*"There was a **high degree of excitement among all the Vice Presidents** after attending the workshop. It created a lot of energy and the participants had internalized the profound insights that they experienced during the workshop."*

**Manjit Singh**

**V.P- Human Resources, Bank of America**

*"The intervention opened participant's mind to new ideas, modes of communication & interactions. I personally got feedback of its impact."*

**Gourish Hosangady**

**CEO, SAS Institute India**

*"Sanjay shares powerful human technology, delivered in the most lucid manner. Participants are influenced positively and finally leave with abundant energy, passion and desire to excel"*

**Bimal Rath, Dir-HR,**

**BT Manufacturing Ltd.**

*All our people have been through Sanjay's seminars. I am yet to meet a person who would say that it has not made an impact on his personal and professional life."*

**Rakesh Sharma,**

**Dir HRD, Amway India**

*" Our employees from across the country have attended Sanjay's program and they have all come back with great deal of enthusiasm and positive charge. His **inputs have helped them redefine their relationships with internal as well as external customers.**"*

**Sandeep Kohli, Chief Manager HRD,**

**Siemens Information Systems Limited (SISL)**

*"All of us felt that **this has been the best training program that we have ever attended in our lives.** We strongly believe that this will do us great in our professional and personal lives."*

**Mukesh Magoon**

*Regional Info. Head,*

*S. Asia Region, World Bank*

## Press on us

Prominent appreciation from the following on our efforts to make a difference to the quality of life of people through interventions

- CNN
- CNBC
- Sahara Samay
- Times Of India
- Hindu
- Business Standard
- Financial Express
- The Guardian –UK
- Hindustan Times
- Today

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