



Facilitation Success Stories: Developing Solutions that Work

Ovson Communications has worked with hundreds of organizations over the past 20 years—each with unique issues and circumstances. Facilitators from Ovson Communications have the experience and skills to determine the problem, develop a solution, and ensure a satisfactory outcome. Here are recent examples:

Problem

Meetings were dominated by two competitive, aggressive personalities. Little participation from others.

Solution

Ovson Communications facilitated a meeting. Generated goals for the meeting at the beginning and created a feeling of sharing information. Used open communication style to get others involved, open up the meeting, and have input from the entire group without losing the input of the two other personalities.

Outcome

Group participation increased dramatically. Two personalities added to the meeting's success instead of detracting.

Problem

Just-hired senior manager with an aggressive behavioral style alienated his entire team within two months.

Solution

Company hired Ovson Communications to get 360-degree feedback and to coach individual on how to work with others and develop successful meetings. Coached the senior manager on developing meeting agendas, structure, facilitation skills, and listening skills. Worked with the entire team in developing trust and two-way conversations.

Outcome

Executive was able to define and understand why his behavior alienated his team. Overcame obstacles to his success and eventually got others to work successfully with him.

Problem

Partners with frustrations and disagreements with other partners. High employee turnover rate.

Solution

Assessed problem, developed meeting schedules, facilitated, and coached partners. Created fun, interactive, communications workshop for entire staff.

Outcome

Partners developed clearer roles, defined individual responsibilities, sorted out disagreements one by one, and created agreements with a commitment to meeting on a scheduled basis and discussing whatever issues needed discussion. Hired Ovson Communications to do year-long communications workshops for entire staff. Within three months office climate became calmer and turnover rate decreased.

Problem

CEO retiring with no acceptable succession plan.

Solution

Analyzed organization and senior executives. Held discussions with CEO and senior executives to develop succession plan. Worked with CEO to define characteristics for a new leader that would harness the existing energy of the company and to develop list of company values to remain intact after succession. Defined mentoring needs of existing senior executives. Coached CEO on mentoring skills. Outlined options for CEO in retirement.

Outcome

Developed succession plan, meeting schedule, mentoring training, and timelines.



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Problem

CEO of organization making television appearance.

Solution

Coached CEO on presentation skills. Edited written presentation materials. Video-taped CEO making mock presentations, made suggestions to improve both content and style, and practiced, practiced, practiced.

Outcome

CEO increased presentation confidence and delivered exquisite interview.

Problem

Senior managers working ineffectively and unproductively with their collective staffs.

Solution

Evaluated, wrote and facilitated senior management leadership program. Program included how to build, lead, and communicate productively to a team.

Outcome

Reduced stress on managers, increased productivity, reduced conflict between individuals, and increased level of communication in all directions: upwards (from staff to managers), downwards (from managers to subordinates), and sideways (among colleagues and team members).

Problem

Underdeveloped product was frustrating developers.

Solution

Facilitated meetings oriented toward assessing target audience, defining product, brainstorming, and refining marketing strategy. Helped developers define roles and responsibilities and assigned follow-up procedures and timelines.

Outcome

Product came to market two months ahead of schedule and was successful in the marketplace.

Problem

Sales-driven company with sales force warring against technical staff. Salespeople continuously pestering technical group to get 'products done faster' created resistance and bad atmosphere.

Solution

Created and facilitated communications training with both groups enabling them to communicate with each other, define issues, and agree on solutions. Held meetings with total group in relaxed, fun, and interactive way to develop an atmosphere of mutual respect and appreciation.

Outcome

Each group analyzed, defined, and developed solutions to their problems. Created goodwill between the groups, opened up communications, and increased productivity.

Problem

Slowing sales.

Solution

Developed customized motivational sales training on a monthly basis. Training included developing client-building trust, telephone skills, time management, negotiation, stress management, and closing skills.

Outcome

25% sales increase.
