

American Institute of Management Inc. ~ Case Study

Sheppard's Business Interiors

Sheppard's Business Interiors creates and delivers innovative office environment solutions to maximize productivity and profitability.

The Problem

The Sheppard's Business Interiors' Extended Management team consisted of 10 talented, motivated individuals with varying experiences in management and leadership. They wanted to:

- Increase accountability for productivity and action throughout the Company,
- Increase confidence, skills and techniques of those who get work done through others, and
- Strengthen teamwork through enhanced communication.

The Solution

The Extended Management Team participated in an eight session program, called Getting Results through Others, scheduled every other week. They listened to one lesson of the course content from a CD for each meeting. At each meeting they discussed the application of the topics to their Company, team and themselves. They practiced application of content through customized role play and case studies. Each session built upon the content and techniques discussed and practiced in previous sessions.

The Benefits

The multi-session management development program provided an immediate return on time and other resources. The company has not only realized the goals of increased productivity and accountability, and increased confidence of the participants and their team, but several others:

- People are confronting rather than criticizing,
- People are focused on goals and high payoff activities rather than being busy,
- Accountability has increased with assistance from communicating more specific, measurable and trackable expectations.

"I have seen remarkable improvement in the way people (not just the attendees) are interacting," says Steve Hoover, Chief Operating Officer, Sheppard's Business Interiors. "In only a few months there is improved teamwork, speed to market, accuracies, and efficiencies in labor, which affect the profitability of the company." Guy Plugge, controller adds, "Andrea is a super instructor and made the training effective and interactive, value added through real-life examples and situations!"