



CASE STUDY

How an engineering company
eliminated silos and improved
team performance

*"Working with Vivo Team gave our leadership visibility
into the intricacies of relationships within their teams
so they could take action and make improvements."*

—Chief Executive Officer, Engineering Company



Vivo Team and the Engineering Company
Best Team Development (Gold, 2022),
Best Advance in Learning Measurement (Gold, 2022),
Best Team Development (Bronze, 2021)

COMPANY BACKGROUND

Founded in 2004, the engineering company provides specialized services to the Canadian electrical utility industry. In 2017, the company successfully added telecommunication design services to its portfolio and has since worked with many multinational telecom corporations.

INDUSTRY:

Engineering

SOLUTIONS:


People Analytics: Vital Statistics Report
Team Development Program
Group Coaching Sessions

CHALLENGES

To meet the various needs of its customers, the engineering company operates in seven functional areas: engineering, ops/drafting, civil engineering, asbestos removal, transmission/crossings, pole renewal, and project management. Like in many organizations, each area functioned as a separate silo, which troubled the executive team. They were concerned about having poor customer communications, losing business opportunities, and dealing with the fallout from miscommunication between teams.

“To break down the silos, we knew we needed to build management and interpersonal skills within our teams,” said the engineering company’s CEO. “We’re a bunch of engineers who spend all day doing practical work. Most of us lack the soft skills to create an impactful corporate culture that supports productivity and growth.”

The CEO aspired to create a culture where team members and their leaders would interact more freely to best serve customers. To achieve this, the CEO turned to Vivo Team.



“Vivo Team was great to work with. They were very knowledgeable in their space, and the program was quite successful.”

—Chief Executive Officer, Engineering Company

TEAM HIGHLIGHTS

All six key indicators showed improvements, with structures showing the most significant gain.

64% → 71%

IMPROVEMENT IN
STRUCTURES

70% → 74%

IMPROVEMENT IN
ACCOUNTABILITY

69% → 71%

IMPROVEMENT IN
COMMUNICATION

69% → 74%

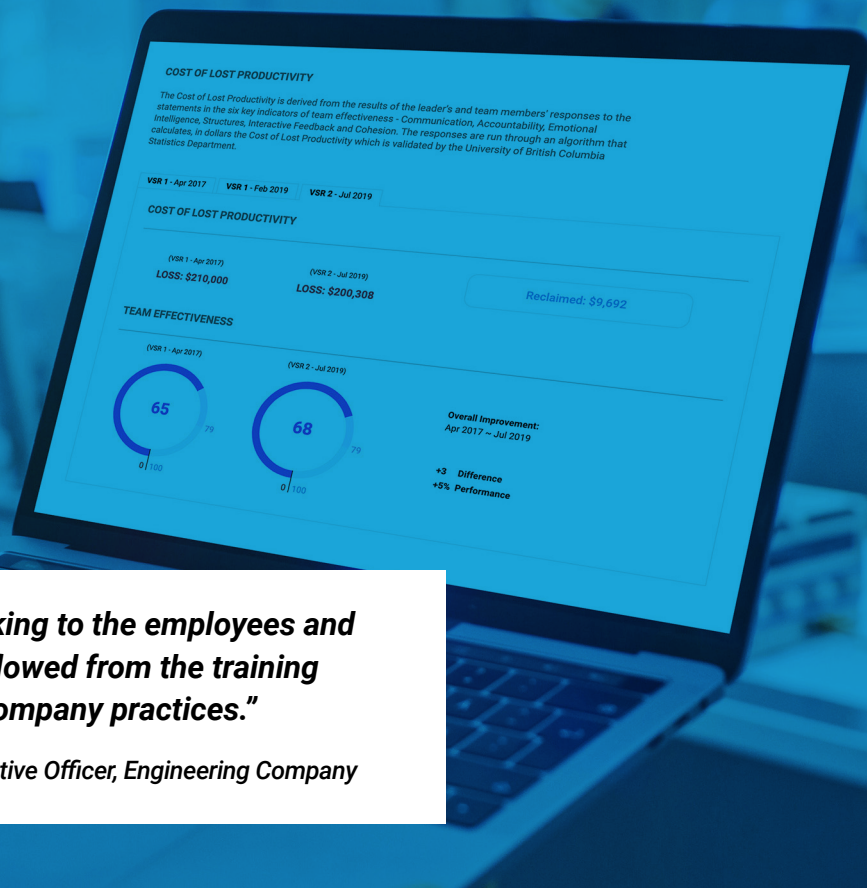
IMPROVEMENT IN
EMOTIONAL INTELLIGENCE

65% → 69%

IMPROVEMENT IN
INTERACTIVE FEEDBACK

72% → 76%

IMPROVEMENT IN
COHESION



“What interested me most was talking to the employees and seeing actual improvement that flowed from the training and the implementation of new company practices.”

—Chief Executive Officer, Engineering Company

RESULTS



IMPROVED TEAM EFFECTIVENESS

The engineering company saw a 7 percent performance improvement in overall team effectiveness, moving from 64 percent effective to 73 percent effective. A score of 80 percent indicates a highly effective team.



ENHANCED PERFORMANCE

“What interested me most was talking to the employees and seeing actual improvement that flowed from the training and the implementation of new company practices,” said the CEO.



DECREASED COST OF LOST PRODUCTIVITY

The cost of lost productivity was calculated in VSR 1 before the start of the program. VSR 2 was deployed after training and showed a decrease in the cost of lost productivity of \$65,068.