



**Team Capital  
Partners**

## **THE SECRET OF CHANGE**

**IS TO FOCUS ALL OF YOUR ENERGY NOT ON FIGHTING THE OLD,  
BUT ON BUILDING THE NEW - SOCRATES**

They say that change is good. But for most of us, change is hard. Why? Because change forces us to step out of the ruts we have become accustomed to. The patterns that are familiar. And the habits that make us feel comfortable.

But when a Fortune 200 telecommunications company decides to merge three companies into one and to integrate teams, change may appear more than hard; it may seem impossible.

That's where Team Capital Partners comes in.

[www.teamcapitalpartners.com](http://www.teamcapitalpartners.com)

**We believe teams**, not departments, are the best route for driving organizational outcomes. This Fortune 200 company agreed, and we were hired to help them achieve success.

Let's dig a little deeper into this case scenario.

The problems the company faced were multi-layered. Not only did the newly merged departments have different perspectives, they also had different ways of working, thinking, and collaborating. Senior-level executives struggled to decide what the new business practices should look like. This was because their existing workloads were so high, and the business needed to move fast to operationalize the new merged company. The key challenge became how to keep the right people with the organization, while also planning for continuing operations if key people left?

An additional challenge we faced was to activate the right 'type' of team structure that would accelerate content creation and quality and do that with less people. Clearly, this was a transformational journey; not only requiring aligning technical skills of people but also re-deploying business processes and reporting. All while maintaining high throughput and high expectation for quality/.

## So, how did we move them forward quickly?

**We took a baseline snapshot** of existing operations across the original three companies and developed a roadmap for transformation that would lead them from siloed learning and development to shared services enablement. Then, we assessed the skills and competencies of the people in place, implementing an integration phase by taking the 'best of' those involved and bringing them together in a new operating model.

**Since the new model required existing workers to change their approach,**

**Team Capital Partners** went to work to identify critical outcomes, align the right skills and competencies to achieve those outcomes, engage and activate teams to achieve those outcomes, and then coach and train leaders and team members to perform at their highest level possible.



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## How did we do?

**In the end, there was a 10% increase** in margin driven by a 30% increase in productivity of work teams. Unplanned turnover during this time was minimal, and support by internal stakeholders and business units increased by 30%. All-in-all, this led to \$10 million in new revenue for the company, while also decreasing training costs by 10%.

**WHY DID THIS WORK OUT SO WELL? BECAUSE IT'S WHAT TEAM CAPITAL PARTNERS DOES, AND WE DO IT WELL.**

**Our approach allows work alongside leaders,** and teams to figure out what works best for them, while also identifying their strengths and blind spots. With this partnership, it meant visiting 20 sites, interviewed 200 people, and reviewed all learning and development content, knowledge management content, and operational processes. From there, we put together the roadmap and managed the transformation with a blended team of our consultants and their FTEs.

Internally, this project was called **'Project Everest'**

**And, while it was a mountain to climb, Team Capital Partners brought the right tools and personnel to scale that mountain in a way that brought success to everyone involved.**

