



How We've Helped Clients Deliver More Value

These success stories illustrate ways Infogrinder has worked with clients to improve their leadership and managerial effectiveness and tap into opportunities to deliver better results for less effort.

Improved organizational effectiveness in a highly regulated environment

The Challenge: A Canadian engineering company with \$150M portfolio of complex projects for nuclear power utility clients was growing rapidly. However each division approached projects differently. As a result, project outcomes were difficult to predict, metrics were inconsistent, and functional groups did not communicate effectively. The executives needed better information for timely decision-making, increased capability within the organization, and early warning of issues that could impact stakeholder relationships.

The Work: Created a strategic PMO tailored for the company's business model and quality program requirements. Established cross-functional processes and a consistent yet flexible framework for managing projects ranging from \$2k to \$100+M. Advised SVP and VPs in Canada and the US, and mentored project managers. Increased managerial effectiveness by improving leadership and communication skills and focus on the activities that added most value in context of the desired business outcomes.

The Results:

- Increased accountability and business focus resulted in 25% increase in gross margins
 - Improved project execution led to increased customer satisfaction evidenced by customer awarding \$50M in new work and adopting some of the project management methodologies.
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Equipping leaders to navigate a rapidly changing environment

The Challenge: Business owners in various stages of the entrepreneurial life cycle struggled with rapidly changing priorities and scarce resources.

The Work: Infogrinder provided advisory / coaching services to help the leaders build capacity and set priorities by applying triage, the 80-20 principle, and effective planning and delegation practices. We also helped them identify work that added little value and could be outsourced or eliminated.

The Results: The leaders effectively freed up their time to focus on critical strategic work such as building relationships with customers, growing the business, and achieving better work-life balance.

Increasing the value of a support organization

The Challenge: The Canadian operation of a foreign-owned beverage company was charged with achieving significant revenue growth. They needed strong strategic partnering from Human Resources. The HR group had recently undergone several management transitions and was in the midst of a transformation project. The HR VP needed to develop and demonstrate his team's ability to deliver value to the organization.

The Work: Working closely with the HR VP, we interviewed the Operations leaders to get their perspective on how HR could add more value. We designed and led a workshop for the HR managers to discuss these findings. We provided them with tools to elevate their thinking to take a more strategic view of how their work fits into the bigger picture. This provided context necessary for prioritizing, planning, and focusing their efforts on the activities that added most value. We also equipped them with key questions to ask to discover their stakeholders' and employee's needs, and a process to align the expectations and behaviours that drive desired outcomes.

The Results: HR managers reported that Operations managers were pleased with the new relationships and no longer felt HR was acting in a 'black box'.

Contact Carol Martin at 416-560-1011 to find out how you can achieve more!