

“Building Trust and Teamwork In a Diverse Environment”

Chuck Johnson, CEO & Founder, Sales Technologies

Our company, Sales Technologies, was in the early stages of rapid growth when we started our relationship with Bob and Lyn of Turknett Leadership Group. We were bringing in a number of senior managers from a variety of backgrounds and corporate cultures. We needed them to help meld this diverse group into an effective, productive team.

One way the Turknetts helped achieve this goal was by providing the managers with a neutral sounding board during one-on-one coaching sessions. By being able to discuss their concerns in a non-threatening environment, the managers began to feel more comfortable about their new positions and with one another. A sense of trust began to develop throughout the group.

The benefits of these individual sessions were compounded by leadership development seminars Bob and Lyn presented to the senior management group. Later, they also conducted seminars for our middle managers and first-time managers. It's important to note that most companies have good people. The trick comes in when you try to create one team and one culture from many divergent elements. This was certainly our company's goal and one that the Turknetts helped us accomplish.

Of course, when it comes to teamwork, Bob and Lyn are an exceptional team, themselves. They have extremely complementary skills. Lyn is a dynamic facilitator. She's extremely organized and has incredible implementation skills.

Bob is an outstanding listener. In fact, he's the best listener I've ever come across. And he's excellent at taking what he's heard and turning it into a hypothesis about what should be done. He's also extremely effective when it comes to delivering tough feedback. He presents the feedback in a way that it can be accepted and the conversation can quickly move to creating an action plan to address the problem. I honestly feel that many people in our company owe the successful progression of their careers to Bob's insight and coaching skills.

Both Bob and Lyn excel at offering programs that perfectly fit a company's needs. They have a strong business sense and a bottom-line orientation. And I can't say that about all psychologists!

We were fortunate to find Turknett Leadership Group. Their expertise enabled us to grow as rapidly as we did. The individual coaching sessions and leadership development seminars provided us with ways to successfully assimilate new employees and make them willing and effective participants of our team. Many times it's difficult to convince others of the value of leadership development. At one point, I, like many other business people, felt it sounded too touchy-feely. But once you have an experience as successful as ours, you see that it can make an incredible contribution to an organization and to the bottom line.

Chuck Johnson is currently a Partner with Noro-Moseley.

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