

Developing a High Performance Team Boosts the Bottom Line

The Client

Bernida Reagan has spent her career as an attorney serving the public interest, as the Executive Director of the East Bay Community Law Center and Director of the Port of Oakland's Division of Social Responsibility, where she was accountable for bridging the Port with the community and local businesses. Her current position as Director of Client Relations is with Merriwether & Williams Insurance Services, a firm providing business insurance, risk management, bonds, and traditional property and casualty insurance to organizations and nonprofits.



“When you’re ready to take your team’s performance to the next level, call Michele. She is very good at seeing the bigger challenges at hand so they can be quickly addressed for enhanced productivity.”

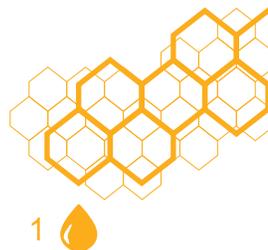
The Situation

When Bernida came to Nectar Consulting over 5 years ago, her main challenge was communication with her team at the Port. She had a new division with 25 employees, many of whom had never worked together before. She found there were challenges right from the start in getting them to work in a productive, unified way. “I think there were different cultures, values, and understanding about the work,” she said, “and I thought it was important for us all to get on the same page, to learn how to talk to each other, and learn how to problem-solve and negotiate moving forward.”

One big hurdle she came across was not everyone on the team was willing to participate in making the new division work smoothly. She needed a consultant and trained facilitator, someone outside the company who could make objective recommendations about how to improve the organization, while offering leadership and communication strategies for getting everyone moving in the same direction.

The Process

Bernida began working with Michele in one-on-one sessions, assisting her in clarifying her goals and vision for her division. With a diverse set of responsibilities and an operational unit without precedent in such a large organization, it was imperative that she gain crucial on-the-ground strategies right away.



Once Bernida had some new leadership skills and tools under her belt, Michele then created a customized team development program to work with her whole group. To create great cohesion, this unique one-day program gave her team some crucial listening and communication skills which are often overlooked. “Nectar’s program helped us to communicate more effectively with each other and our clients, to move our division’s agenda forward instead of spinning in unproductive circles,” says Bernida.

The Results

Michele was able to quickly help Bernida better communicate with her team and increase her overall effectiveness as a leader, while also establishing clear lines of accountability and performance goals with each team member. “My listening and strategic communication skills are greatly improved which increased my confidence as a manager and leader too,” she said.

When she left the Port of Oakland in 2007, Bernida was able to take these valuable tools and strategies with her to her position at Merriwether & Williams. Having worked with Michele for several years, she knew that Nectar Consulting would be able to assist the team at MWIS enhance their effectiveness as they experienced the challenges that rapid company growth can bring.

“Michele has been assisting the executive team at MWIS to enhance our communications across our statewide offices as well as aligning the staff’s goals with the overall company goals.”

Through a series of staff interviews and surveys, Michele also created a six-month team development program to meet the specific growth and communication challenges MWIS faced in 2008.

“Nectar Consulting’s coaching and consulting is helping the entire Merriwether & Williams team work together more cohesively and effectively, she says, while increasing our bottom-line results as well. If you’re an executive who wants to improve your team’s performance, I highly recommend Nectar Consulting to help you create a solid team with lasting results.”

Nectar Consulting works with small to midsize organizations to help leaders awaken their spirits and realize their full potential from the inside out. Our services allow them to enhance their capacity to lead and develop others to actively grow into powerful, collaborative decision makers for superior business results.

