



## Growing Pains: A Master Plan to Reduce High Turnover & Transform a Siloed Work Culture into a Cohesive Team

**Industry: Nonprofit**

### Need

Non-profit organization that has experienced significant growth over the past few decades, leading to concerns about employee turnover and the emergence of siloed work cultures. The client sought a solution to address these challenges by fostering a more connected, open, and inclusive organizational culture.

### Solution

The proposed solution, the Team & Culture Building Program, was designed by AAG using Patrick Lencioni's Five Behaviors of a Cohesive Team to align with the client's vision of enhancing organizational cohesion.

The program spanned six 2-hour sessions over three months. Each session was tailored to address specific aspects of building a connected culture:

1. Trust as the Foundation
2. Communication Styles
3. Effective Relationships
4. Conflict Resolution
5. Emotional Intelligence (EQ)
6. Accountability & Results

### Results

The program facilitated a transformation in the client's organizational culture:

- Participants gained insights into their communication styles, fostering **better interaction and relationships**.
- Increased **emotional intelligence** led to a more empathetic and adaptable approach to team dynamics.
- Open conflict management improved decision-making and commitment to **team goals**.
- Peer-to-peer accountability and result-oriented focus became central to the **team's approach**.
- The organization improved collaboration across departments, **breaking down silos**.



**Leah Jaramillo**

Director of Learning & Development

*"This project stood out because it provided a tailored approach that empowered the client to clearly define their career goals and significantly boosted their confidence, ultimately enabling them to surpass their professional expectations."*