

Is Your Shared Services Organization an Interdependent Team of Teams or a Field of Unconnected Silos?

“Purpose affirms trust, trust affirms purpose, and together they forge individuals into a working team.” – Gen. Stanley McChrystal

Top Causes of SSO/GBS Value Leakage:

- Lack of Strategic Alignment
- Stymied Innovation
- Resistance to Change
- Siloed Thinking and Behaving
- Cross-functional Conflicts
- Employee Burnout and Turnover
- Poor Customer Experience

(Deloitte, 2022; Hackett, 2024; SOCITM 2021; SSON 2024)

OUR 6-12 MONTH CUSTOMIZED SSO/GBS VALUE IMPROVEMENT PROGRAM INCLUDES

- **Anonymous assessments** of team culture, leadership styles, wellbeing and individual personality traits within the SSO/GBS organization
- **1 to 2-day workshop** attended by SSO/GBS leader, team supervisors, members and select stakeholders facilitated by two ICF-certified team coaches
- **Leadership 360 assessments**, individual debriefs and a series of 1:1 and cross-functional leadership coaching sessions with team supervisors
- **Team pulse surveys** monthly or twice quarterly
- **Periodic team coaching sessions** with functional teams together with their supervisor and ad hoc cross-functional team coaching/facilitating if desired

WORKSHOP LEARNING AGENDA

- **Understanding** myself, my team, my supervisor, my SSO/GBS colleagues, and our stakeholders
- **The neuroscience** of working, teaming and leading
- **Becoming a team of teams** through shared values and cross-functional awareness and transparency
- **Leading from the trenches** by balancing strengths and intentions to achieve our most important goals
- **Anticipating business needs** as a strategic partner
- **Innovating** through agile thinking and acting
- **Developing** a culture of continuous improvement
- **Additional topics and learning experiences** based on SSO/GBS value enhancement objectives

ASSESSMENTS AND TECHNOLOGY

- The Four Ships™ assessment of team culture, leadership styles and wellbeing
- Confidential Understand Myself 5-factor personality trait assessments for all members
- Leadership 360° assessments for team supervisors and senior SSO/GBS executives
- Internal Stakeholder Value Inventory (SVI) to gauge desired and perceived value delivery from the SSO/GBS by internal stakeholders
- Suppeco no-code stakeholder collaboration tool to support transparency and shared purpose across the SSO/GBS functions and with internal and (if desired) external stakeholders

“The next generation of business services is about unlocking ‘untapped value’ opportunities by breaking down functional silos and looking at processes from an experience lens...it’s about influencing decision-making, leveraging the insights from data to build a recommendation engine that helps drive decisions at the board level which then ultimately delivers the right outcome.”

– Sumit Mitra, CEO of Tesco Business Services (SSON World’s Best GBS Winner 2023)