

## CASE STUDY

### SHIFTING GEARS to Get Back on Track

The founder of a company with a long history of success sensed declining work quality and employee morale, and hired me to serve as consulting Chief Operating Officer. By working with the client part-time and systematically addressing a range of issues, we were able to get everyone working together, productively, and delivering strong results.

#### FIRST YEAR CHALLENGES



#### SECOND YEAR RESULTS



Sales were 160% of prior year



Cohesive, upbeat workplace  
Strong knowledge and utility across workforce



Pay restored; salary reductions paid back; bonuses reinstated  
100% employee retention