

A Little Data Goes a Long Way

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The Challenge:

The MNBA Career Education staff of a large University was having a hard time making sure they had accurate and current data on the student participation and placement rates. A study of their team thinking styles data showed that the groups lowest work elements were technical and analytical. They were not worried about financial being a low work element as they usually just asked for budget and got it. The group had had a hard time hiring, retaining and managing all of the IT people (that could solve the data issues) they had previously hired.

The Approach:

The team learned about their thinking styles and team data. The AHA came as they saw the group data! They felt affirmed that they had problem solving as their number one work element, and the lack of preferred technical and analytical preferences explained the data/IT issues they had experienced. No wonder the turnover had occurred with the IT staff: they group “ejected” the ideas and approaches that each IT person brought to the group and often felt that the IT individual didn’t “get” the scope of challenges they faced.

The Results:

Since hiring in IT help had not been successful in the past, they then decided to try using someone on the team, get them trained and use them to solve the technical issues. They asked for volunteers, and a young team member looking for development opportunities volunteered. The investment paid off and the group has solved its data challenges.