

CASE STUDY

FORTUNE 500 COMPANY

Smarter Systems, Stronger Teams

SITUATION

Staff at a leading Fortune 500 company struggled with role clarity and workload balance. Responsibilities often overlapped or were vague, creating duplication of effort, single points of failure, and gaps in coverage. When staff were absent, mission-critical tasks were at risk, and onboarding new employees was slow and inconsistent.

APPROACH

I designed and facilitated a workshop series to strengthen collaboration across departments. Together, we mapped and documented key roles, responsibilities, and tasks. Through guided conversations, we uncovered duplication, gaps, and workload imbalances. We then laid the groundwork for clearer accountability and smoother operations.

SOLUTIONS

The initiative increased operational efficiency, improved onboarding speed, and boosted staff morale. Teams gained the clarity and balance needed to sustain performance even with leaner staffing levels. New employees benefited from a more consistent onboarding process, while staff reported greater confidence in their roles.

CHALLENGES



Siloed Departments with Limited Communication



Redundant Work and Missed Tasks



Bottlenecks from Over-Reliance on Key Staff



Inconsistent Onboarding Processes

RESULTS



Increased Efficiency at Lean Staffing Levels



Streamlined Operations across Departments



Boosted Morale and Confidence



Improved Onboarding Experience



**RED
ZEBRA
COACHING**