



# CASE STUDY

City of Fort Worth Neighborhood Service Department



## **City of Fort Worth Neighborhood Service Department**

Leadership Development Assessment Strengths Finder

**July 28, 2022**

Next Level Training Solutions Group conducted a Strengths Finder program with the leadership team for the City of Fort Worth Neighborhood Service Department. The objective was for the new department director to learn more about the team, improve internal communication, and develop department goals. The program's goal was to allow the newly selected director to delegate work assignments that would align with an employee's strengths to set them up for success. Additionally, the Strengths Finder program helped to identify and leverage the strengths of the leadership team, leading to improved decision-making, goal setting, and better communication.

## The Problem

The City of Fort Worth Neighborhood Service Department, new department director, was facing challenges in aligning its leadership team with tasks that matched their strengths. The leadership team has not been utilizing their strengths and skills effectively, which is leading to a poor output of work. Employees are uncertain about their roles and responsibilities, and do not feel empowered to contribute to the success of the department. As a result, leadership team members are becoming frustrated with their work, leading to a lack of teamwork.

## The Challenge

The challenge that the City of Fort Worth Neighborhood Service Department faced was how to create a more cohesive and productive department by understanding and aligning the strengths of its leadership team. The new department director needed to bridge the gap between leadership and employees, improve communication, and set employees up for success by assigning tasks and projects that would utilize their strengths.





## The Solution

Next Level Training Solutions Group decided to conduct a Strengths Finder program with the leadership team of the City of Fort Worth Neighborhood Services Department to gain insights into the strengths of each team member.

The first step in understanding the strengths of the team is to conduct a skills assessment in which Strengths Finders provides a detailed report. This report will provide each leader with an opportunity to reflect on their skills, identify areas of improvement, and engage in meaningful discussions about their strengths and the strengths of the team.

After the assessment, the department director will be able to communicate effectively to the team about the overall strengths of the team. It is critical to communicate the results positively and celebrate the strengths that the team possesses. Additionally, it is important to identify opportunities for the development of skills and areas of weakness that need improvement.

This will allow the director and leadership team to understand individual roles, responsibilities, and objectives to create a sense of purpose and clarity. Once the director has identified the team's strengths, they should leverage them by assigning tasks that suit the team's skills and strengths. It is important to empower the leadership team members to lead projects that complement their abilities and create a platform for creativity and ownership.

Lastly, the director will be able to recognize and celebrate the team's successes by acknowledging their achievements. Recognition can be given at team meetings, in emails, or through rewards or incentives programs. This positively reinforces team cohesion and promotes a culture of appreciation within the department.



## The Program Involved the Following Steps

- 1. Assessment:** Each leader took the Strengths Finder assessment, which identified their top five strengths and provided a report on how to leverage these strengths effectively.
- 2. Group Discussion:** The team held a group discussion to share their strengths, understand how each could contribute to the department's goals, and how teamwork could be optimized to achieve department goals.
- 3. Action Steps:** The leadership team members developed action steps based on their strengths, including how to communicate and collaborate better, support each other, and work towards common goals.
- 4. Integration:** The department director integrated the Strengths Finder program results into the decision-making processes, assigned tasks considering each employee's strengths, and ensured that the team focused on utilizing their strengths in their work.

The Strengths Finder program helped the City Fort Worth Neighborhood Service Department improve department alignment, employee satisfaction, and productivity by aligning the strengths of employees and the leadership team. The program also provided a platform for effective communication, collaboration, and goal setting.



## The Outcome

- 1. Improved Team Dynamics:** The team members gained a deeper understanding of each other's strengths and weaknesses resulting in better communication and collaboration. This led to a stronger sense of team identity and a more positive team culture.
- 2. Increased Employee Engagement:** With a focus on building on their individual strengths, employees felt more appreciated and engaged in their work resulting in increased productivity and job satisfaction.
- 3. Higher Performance:** Leveraging each member's strengths allowed the team to work more effectively together, resulting in higher performance and improved outcomes.
- 4. Better Decision Making:** By understanding each other's strengths, the team was able to better align tasks with individual abilities, resulting in more effective decision making.
- 5. Enhanced Leadership Development:** The team gained insight into their individual leadership strengths, allowing them to develop their leadership skills and lead more effectively.
- 6. Improved Communication:** With a better understanding of each other's strengths and communication styles, the team was able to adjust their communication approach to improve clarity and reduce misunderstandings.



## Conclusion

Overall, the use of Strengths Finder provided the leadership team with valuable insights and tools to develop their strengths, improve their teamwork, and enhance their overall performance. It can be concluded that using Strengths Finder is a worthwhile investment for teams and leadership groups looking to improve their dynamics, performance, and employee engagement. The use of skills assessment, effective communication, assignment of appropriate tasks, training and development, and recognition and celebration of success should be implemented to build a strong and successful team.

## Questions

### Why would a leadership group use Strengths Finder for their team development?

*Leadership groups use Strengths Finder for team development to:*

- **Identify and Maximize Strengths:** *It helps team members recognize their individual strengths, which can be harnessed to benefit the entire team.*
- **Enhance Team Dynamics:** *Understanding each other's strengths fosters better collaboration and communication, leading to improved team dynamics.*
- **Optimize Role Assignments:** *It aids in assigning team members to roles that align with their strengths, increasing overall team effectiveness.*
- **Promote Self-Awareness:** *Strengths Finder fosters self-awareness, allowing leaders to better understand themselves and their team members.*

### What are the advantages of knowing a leader's strengths and weaknesses?

*The advantages of knowing a leader's strengths and weaknesses include:*

- **Effective Leadership:** *It enables leaders to play to their strengths, resulting in more effective leadership.*
- **Improved Decision-Making:** *Understanding weaknesses allows leaders to make informed decisions and seek support or development in those areas.*
- **Enhanced Team Performance:** *Knowing the strengths and weaknesses of leaders can lead to better team performance, as roles and responsibilities can be assigned accordingly.*
- **Conflict Resolution:** *Awareness of strengths and weaknesses can help resolve conflicts and address challenges within the team.*

### How would a team use the Strengths Finder results to address weaknesses and leverage their strengths?

*Teams can use Strengths Finder results by:*

- **Assigning Roles:** *Align team members' roles with their strengths to optimize performance.*
- **Collaboration:** *Encouraging team members to collaborate on tasks where their strengths complement each other.*
- **Professional Development:** *Providing training or support to address individual and collective weaknesses.*
- **Effective Communication:** *Facilitating open and honest communication about strengths and weaknesses, which can improve problem-solving.*



### How can team leaders integrate the Strengths Finder concepts into their management practices?

*Team leaders can integrate Strengths Finder concepts into their management practices by:*

- **Tailoring Leadership Styles:** *Adjusting their leadership approach to accommodate the unique strengths of team members.*
- **Performance Reviews:** *Incorporating strengths-based discussions into performance evaluations.*
- **Coaching and Feedback:** *Providing ongoing coaching and feedback that considers individual strengths.*
- **Goal Setting:** *Aligning team and individual goals with strengths to improve motivation and productivity.*

### What are some of the challenges a leadership group could face using the Strengths Finder assessment and how could they overcome them?

*Challenges leadership groups may face with Strengths Finder include:*

- **Over-Reliance on Strengths:** *Team members may over-rely on their strengths, neglecting areas for improvement. To overcome this, promote balanced development.*
- **Misinterpretation:** *Misinterpretation of results or misunderstanding strengths can lead to miscommunication. Address this by providing training and clarification.*
- **Comparison and Competition:** *Team members might engage in unhealthy competition or comparisons of strengths. Encourage a culture of collaboration and appreciation of diverse strengths.*
- **Resistance to Change:** *Some team members may resist using Strengths Finder. Overcome resistance through education, demonstrating the benefits, and emphasizing that it complements existing skills.*



# FOR MORE INFORMATION

## **Tina Gilbert, Founder**

Website:

[NextLevelTrainingSolutions.com](http://NextLevelTrainingSolutions.com)

Phone:

(501) 960-4300

Address:

PO Box 7704, Springdale, AR 72766

