



ABOUT THE UTECH GROUP

The Utech Group was founded in 1991 with a not-so-simple goal: To change people's lives. Today, our family-owned, De Pere business continues that focus.

With more than 30 years of experience, we are proven experts in change management, organizational development and leadership training. We create change through our training options, leadership and team development programs and customized organizational development. Hundreds of organizations, throughout the United States and Canada, have benefited from our customized approach.

To help change people's lives, we design our leadership and training programs to meet the specific needs of your organization. We understand that each person is different. We meet you where you are at. We challenge people to not only do better but be better.



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CASE STUDY

PRESBYTERIAN CHURCH

SITUATION

A southern Presbyterian Church was experiencing significant staff turmoil. The Utech Group, in partnership with illumyx, worked with the organization to create healthy, long-term change.

OBJECTIVE

- Assess the root-cause of the challenges within the work environment
- Establish alignment with elders, leadership and staff
- Implement the plan with internal support to move the Church toward a place of greater internal stability and health

SUMMARY OF WORK

- Conducted leadership interviews with key leaders, staff and elders
- Reviewed the organizational assessment with key stakeholders and illustrated how key leadership behaviors influenced and created the current dynamic
- Created organizational values rooted in the guiding principles of key Church leaders
- Formed, developed and trained an internal Culture Team in key leadership, change and communication frameworks
- Operationalized the values throughout the organization
- Identified and intervened in areas of the organization where unresolved tension and discord existed
- Measured attitudes and behaviors within the workplace to identify and validate if the Church was healthier and more stable after investing significant time, energy and resources on culture improvement

RESULTS

- Shifted operational responsibilities from the Senior Pastor to the newly formed Executive Team
- Problematic leaders and employees were engaged and addressed, as a key step in reinforcing the new organizational values
- Culture and leadership shifted from a hierarchical structure with limited transparency, to a participative management style that encouraged open dialogue
- Employee sentiment and workplace behaviors were measured, using the illumyx Culture Audit
 - Data showed that most employees agreed that leadership was living out the values (**88%**)
 - Significant employee clarity on how their role helped the organization achieve its goals (**91%**)
- The organization effectively planned and implemented a transition of the Senior Pastor