

Microsoft

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Organizational Effectiveness

Mitchell Phoenix first worked with Microsoft UK in 1989. Microsoft had identified organizational effectiveness as crucial to their future success. They had developed a three segment model: if the company runs well, the employees are engaged and committed, which means the customers are satisfied and continue to work with the organization.

Microsoft were in a period of rapid growth. The employees were highly technically proficient, but needed to rapidly strengthen their management capability in order to sustain their organisational effectiveness model and keep pace with the exponential growth.

Mitchell Phoenix equipped Microsoft with a management culture which was more strategic, and focused more clearly on the future and the creation of business results.

This clarified and emphasised a number of areas of management that made a significant difference to me. I would thoroughly recommend anyone in management to attend a Mitchell Phoenix course

David Langridge, Solutions and Partner Development Director, Microsoft

If you want to bring out the best in you and the people you manage, this is the perfect course to ensure you begin with a solid foundation.

Aidan McCarthy, Microsoft

I personally recommend the Governing Change course as the best of breed for senior managers and executives

Mike Chase, Microsoft

Example Project: Time Management and Usage

In the 1990s Microsoft UK went through a period of rapid growth. The demands of this growth put huge pressure on executives' time. Mitchell Phoenix seminar leaders reported that the car park at Microsoft was full at 6.00 in the morning!

Mitchell Phoenix were asked to assist in improving managers' decision making and their ability to prioritise.

Working with the Managing Director, the Executive Committee and down to supervisor level, Mitchell Phoenix helped Microsoft to create an organization which truly valued time and was effective in its management. The business adopted a collective approach to the use of time, especially in meetings. Further, through concentrating on the quality of decision-making around time usage, the quality of decisions relating to every part of the business improved.

MITCHELL PHOENIX

LEADERSHIP AND MANAGEMENT TRAINING



London

Mitchell Phoenix Limited
Parkshot House
5 Kew Road
Richmond
Surrey
TW9 2PR
UK

+44 (0) 1 372 272 858

New York

Mitchell Phoenix LLC
410 Park Avenue, 15th Floor
New York
New York 10022
USA

+1 917 402 2020

w - www.mitchellphoenix.com

e - enquiries@mitchellphoenix.com