



REDUCE THE TIME FOR YOUR NEW
GM TO LEVERAGE THE TALENTS OF
YOUR CLUB'S MANAGEMENT TEAM

Leverage the talents of your Club's Management Team

Situation:

One of the biggest challenges for a new private club general manager is to get to know each management team member. The new GM represents change – and change takes time.

The normal “get to know” process that follows is a gradual understanding of each staff member’s technical skills as evidenced by how they perform their job responsibilities. The other part of the process is to get an understanding of each staff member’s behavioral style. This understanding helps leverage the differences in style between GM and staff member rather than experience unproductive conflict.

Solution:

The Discus Individual Profiles, Team Reports, and Relationship Reports are the diagnostic tools that drastically reduce the time it takes to get to understand each staff member’s unique style, from months to hours.

Each staff member completes a 15 minute questionnaire that produces an Individual Profile. The Individual Profiles are the input for both the Team Report and the Relationship Reports.

The Team Report provides a snapshot of the management team’s overall behavioral style. It shows the similarities and differences in style among team members and the GM. It provides a narrative describing the behavioral strengths for the team.

The Relationship Reports describe where there will be alignment and where there will be potential conflict between the GM and each of the staff members. More often than not, just making these differences visible and scheduling a time for staff members and the new GM to dialogue about the report stops relationship problems before they start.

“There is no question in my mind that this process reduced the time it takes for me to understand the management team – and more important – for the team to understand me. It took about 6 hours to accomplish what I thought would take 6 months.”

– CM/COO from a prominent
Midwest country club



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