

The Problem

A leading global pharma company embarked on a business-critical agile transformation to drive game-changing, customer-centric solutions, and democratize the decision-making engines at the organization. Our client knew that they needed to change the mindset and behavior of senior leadership and their teams in order to adopt and sustain these transformations. **That's where Valence came in.**

The Approach

The Fortune 500 company worked with agile coaches who integrated *Valence's* Align and Habit tools into their regular retrospectives. We created an experiential team intervention which started to move the needle in how the company operates. It ensured the team always had a pulse on the top priorities to improve, and that they drove behavior changes to make the improvements over time. This continuous improvement cycle, led by *Valence's* tools, helped to drive results.

The Results

Using a data-driven approach, *Valence's* tools helped to surface pain points across the organization and identify the specific tactics which needed to be improved at the team level.

INCREASED REACH AND EFFECTIVENESS OF AGILE COACHES: Agile coaches saved 5 hours each retro cycle as they systematically implemented the tools & follow-ups.

INCREASED TRANSFORMATION ADOPTION: Teams that used the Align tool had a 29% higher adoption rate to the agile behaviors.

INCREASED FEEDBACK: Over 75% of team members completed a Perspective conversation which built the foundation of trust and psychological safety and led to more openness to sharing and communicating.

INCREASED TRANSFORMATION COMMITMENT: After a successful initial deployment, the adoption rate of *Valence* tools increased 70 times, globally.

Valence helped the client move from PowerPoint slides and speeches about Agile to teams who were living the behaviors together every day. We enabled an easy way for the whole organization to run the same team improvement cycle, so each quarter saw every team working more effectively than the last. It became an unstoppable and systematic way to use teams as grassroots, the source of energy to keep momentum and focus on the transformation.

The Testimonials

"The impact of the first pilot was incredible. People came out saying it was one of the best leadership experiences of their careers. We can't wait to see the reactions when we roll this out to the bigger team."

"The interactivity and inclusivity of the tool (and anonymity if needed), the guiding questions, the ease of use of this are exactly what we needed. As I know I've said before, I highly appreciate working with Valence given the constant improvements in services & tools, but most of all the customer service that you provide to us."