

# BUILDING TRUST- WORTHY CULTURE & STRONG SKILLSETS IN HYBRID TEAMS

Using Company Retreats to Build Strong Bonds

## WHO NEEDED HELP

A quickly growing law firm with bi-coastal offices in three cities is keen to maintain the top quality legal work clients have come expect.

## HOW WE HELPED

A curated theme for the retreat around Mentorship & Growth showed Employees that Senior Leadership is here for them. Belinda facilitated discussions with an interview style approach ensuring all the ideas were clearly communicated and that everyone at the table had space to share their thoughts on why they appreciate working for this firm.

## WHY THIS WORKED

### 1. Building Bonds and Trust

Team members strengthened bonds with one another from the collaborative culture at work at the firm retreat, and the quality of knowledge sharing rapidly increased as these relationships deepened.

### 2. Inspirational Leadership

The Founder shared stories of his own legal journey and arriving at this place with this team, energizing and inspiring everyone at the meeting.

### 3. Professional Development Plans

Associates and Partners feel empowered to share their own ideas, learn from each other and take risks as they strive to become the best and most trusted lawyers in their industry.



## AT A GLANCE OBJECTIVES

- Build bonds between Partners and Associates who work in different cities.
- Build an inclusive culture where everyone adds value, improves their legal skills for client excellence daily, and feels their contributions.

## BENEFITS

- Facilitated company meetings allow leaders to let go of the stress of running the meeting. They can show up as their own authentic, inspirational selves and focus on connection.

## CLIENT TAKEAWAY

**"I truly appreciate the way Belinda facilitated our company retreat. It was our first one and we weren't sure what to expect. The way she steered our discussions made it effortless for our Founder to be fully present and speak from his heart to the team. She also did a terrific job of giving space to each person there and everyone felt like their voice mattered and was heard."**

Head of Operations



# A GROWING LAW FIRM DRIVING CONSISTENT QUALITY FOR CLIENTS

SMART Goals from the Top to the Bottom for this Remote Workforce

## WHO NEEDED HELP

A quickly growing law firm is keen to maintain the top quality legal work clients have come to expect.

## HOW WE HELPED

The partners participated in a SMART Goal Workshop, facilitated by Belinda DiGiambattista, and distilled their imperatives into three major buckets including: People & Culture, Client Growth, and Processes & Systems. The Senior Partner ultimately crafted 6 Firm Objectives.

These were presented to the Firm and each employee met 1:1 with Belinda to craft their own SMART Objectives. Every employee is eager to take ownership and accountability from the start of the year.

## WHY THIS WORKED

### 1. Urgency for Action

Every person at every level is on the same page about what they will accomplish in the next year and how that serves both the firm and themselves.

### 2. Awareness of Strengths & Growth

All employees included objectives to grow specific legal skills in at least one or two of their SMART Goals

### 3. Organizational Awareness

By effectively communicating the firm's Objectives, everyone's activities are focused on the right priorities.



## AT A GLANCE OBJECTIVES

- Remote workforce to work towards the same goals.
- Provide all levels of the firm with direction from senior leadership.
- Create efficiencies in systems for growth

## BENEFITS

- Employees feel empowered to take ownership of their own goals and contribute to the firm's success.
- Everyone knows exactly how to focus their efforts and how their activity will be rewarded.

## CLIENT TAKEAWAY

"Our Founder is a Trailblazer in a lot of ways, because others I know working in small, boutique law firms like ours, it's all the same. And here, it's so cool to have mentorship and our contribution to firm goals, this is cool. I'm excited. It's going to be fun to grow with the firm and the structure of it."

Associate

"I'm really glad this is actually being used as a productive opportunity. I like how you're reframing things for me to reflect on my vision for my career. I think this is a light bulb you turned on for me, you know, it makes sense. So, thank you, Belinda."

Senior Associate



# MEASURING TO IMPROVE CLEARLY DEFINED SUCCESS

Knowing the difference between primary and secondary KPIs and how to set objectives aligned with KPIs saves time and provides focus.

## VENTURE DESIGN STUDIO & ENTREPRENEURSHIP

NYU Stern School of Business, Berkley Center for Entrepreneurship offers one of the most comprehensive accelerators for entrepreneurs at any university. They nurture bold thinkers, innovative doers, and entrepreneurial leaders.

### HOW WE HELPED

The CYM OKR (Objectives & Key Results) + KPI (Key Performance Indicator) Workshop helps start-up founders determine the right measurements to use at their current start-up stage, especially if they are pre-revenue.

Implementing OKRs with the right KPIs brings transparency to the entire team, has built in accountability, and makes reporting to the Board straightforward.

### WHY THIS WORKSHOP

#### 1. Focus

By defining a primary KPI, all other KPIs and activities must be in service to the one. This focus ensures effort and energy go into the right tasks.

#### 2. Efficiency and Transparency

By making it easy to share activity information across teams, it reduces meetings and builds team trust.

#### 3. Teamwork & Collaboration

OKR and KPI best practices enable teams to work toward shared goals and create group synergy.



### AT A GLANCE

#### OBJECTIVES

- Provide world class coaching to new founders from experienced entrepreneurs and advisors.
- Prepare Founders to secure investors by executing a strategy and managing their resources effectively.

#### BENEFITS

- Founders learn from each other as they all engage in the workshop and explore determining the right KPIs.
- Founders who implement OKRs have more focus and insight to team accomplishments.

### CLIENT TAKEAWAY

“Belinda has made a distinctly positive impact at the NYU Berkley Center for Entrepreneurship. Her own experiences as a business owner lend credibility and depth to her advice, providing early-stage founders with practical and relatable guidance. Her workshops, notably on OKRs and KPIs, demystify crucial business metrics and strategies, enabling startup teams to navigate through their growth phases with a clear roadmap. Belinda doesn't just mentor; she provides actionable insights .

In the Berkley Center mentor family, Belinda is recognized not merely as a member but as a valuable pillar supporting our entrepreneurs. Her pragmatic approach to mentorship and consistent commitment to founder success is something we deeply value.”

Prof Cynthia Franklyn, Director, NYU Stern,  
Berkley Center for Entrepreneurship