



# BRINGING HOSPITALITY TO HEADQUARTERS:

## HOW WYNDHAM VACATION OWNERSHIP USED COGNITIVE DIVERSITY TO BUILD ITS NEW HOME

Wyndham Vacation Ownership (WVO) had become the largest division of Wyndham Worldwide. To meet the demands on its expanding business, WVO made plans to relocate its corporate headquarters with a multimillion-dollar renovation project to bring all employees under one roof.

Partnering with Emergenetics®, WVO built a high-performing project team that effectively collaborated to create a world-class office space. Using the power of the Emergenetics Profile, the team worked together to:

Finish the renovation on budget.

Complete the new headquarters ahead of schedule.

Resolve conflict seamlessly and quickly.

### WVO'S CHALLENGE

WVO is one of the world's largest developers of vacation ownership properties with more than 13,000 employees, 185 resort portfolios and 23,000 vacation ownership units. The expanding organization recognized the need to reduce growing pains and align its corporate culture. A new headquarters would be built to house all corporate employees in one location.

For the project to be successful, WVO needed to:



Coordinate project timelines and meet deadlines.



Control costs and stay on budget.



Build a high-performing, cross-functional project team.



Generate buy-in from company leadership and employees including those impacted by the relocation.



Unify a large group of external vendors to work together seamlessly.

## WVO & EMERGENETICS

As WVO considered its relocation project, the company recognized it could quickly spiral out of control in terms of cost, timing and team dynamics. To support the major initiative, WVO hired Emergenetics to create a culture of common understanding and trust.

We facilitated our signature Meeting of the Minds workshop with 25 external partners where we discussed each team member's Profile, learning about each other's work styles and communication preferences. Using the Profile as a baseline, the team identified ways to strengthen its performance and manage potential challenges.

## EMERGENETICS' IMPACT

Using the Emergenetics Profile, the project team was able to:

- Complete the project ahead of the deadline and on budget. Similar projects took two or more years to complete while this project only took 11 months, which led to significant cost savings.
- Build rapport and connectivity within the team by revealing how they operated together and as individuals.
- Address project challenges using the common framework and language.
- Prepare employees for the move through an Emergenetics-centric change management plan.
- Incorporate innovative building designs to appeal to all thinking and behavioral preferences.

To successfully complete a project of this scale in such a short amount of time was no small feat. Emergenetics played a vital role in enabling us to complete this multimillion dollar project that incorporated more than 25 key leaders and impacted thousands of employees - and we were able to do so ahead of time and on budget.

- Sarah King, Former Executive Vice President Human Resources, WVO

I can't say enough about what Emergenetics brought to this process. This project was huge and, using Emergenetics, we found a way to make our team cohesive, create a common language and apply what we learned about one another into greater productivity and more innovative ideas.

- Julie McPherson, Former Vice President of Facilities, WVO

**Interested in bringing Emergenetics to your organization?**

**Contact us at [businessdevelopment@emergenetics.com](mailto:businessdevelopment@emergenetics.com).**