

Is every team in your organisation performing to the max? If one team is struggling, it can bring down the entire 'flow' of delivering a quality service to your customer. If there is conflict or misunderstanding between **several** teams, the business is exposed to risk, putting undue pressure on staff and management. And yet, as organisations struggle to do more with less, by moving people into new roles and streamlining procedures in the process, dysfunctional teams may arise which can undermine the entire operation.

So it's critically important to ensure that the people in each specific team are pulling strongly together towards achieving business goals, before we address how to develop cross-departmental excellence, or to ensure all teams, at every site, are working mindfully together to support each other effectively. Our innovative programme is designed to enable teams and departments – whether sales, production, financial or technical – to find ways to work together for the good of the organisation as a whole.

**Your Workshop Leader: Roy Breustedt**

## PROGRAMME BENEFITS

By the end of the workshop participants will:

- understand the essential characteristics of **high performing teams** and how they work together effectively
- by participating in a series of structured activities, have identified individual team strengths and areas to improve – **and addressed these**
- through planning for and engaging with other teams, have identified a range of actions to **improve inter-team effectiveness**

## DESIGNING YOUR PROGRAMME

The key to the success of this initiative lies in the research and consultation phase – ensuring that the programme is designed to suit the needs of the business situation. As a result, the length of our involvement is likely to vary. The minimum requirement, we would suggest, after the consultation, is three days.

**This programme has been used within the construction industry to considerable effect.**

**Stevie Laurie, Construction Director, Taylor Wimpey says:**

*I was particularly impressed by the way Roy quickly gained an understanding of our internal communication problems and then used that knowledge to facilitate the 'round robin' meetings. Our teams have a much better understanding of each other's realities and the actions generated are definitely helping us move in the right direction.*

## Programme Stages

### **1. Initial Research phase**

- Meetings with Heads of Department, Team Leaders to identify the issues, challenges, cultural norms, 'history' etc.
- Agree programme content, outcomes and timelines

### **2. Work with specific teams**

- Listening exercise
- Establishing trust
- Identify and work on team issues and developmental needs
- Plan for workshops with other teams

### **3. Facilitated inter-team workshops**

- Improving understanding of roles, differences and stressors
- Discuss and agree actions

### **4. Deliver Joint Training Programme**

*One of the most effective ways to maximise training is for representatives from different teams to participate in training workshops together.*

*Completing a workshop on **Negotiation skills**, for example, ensures daily interaction between departments is improved. Possible topics include:*

- Communication skills
- Holding difficult conversations
- Emotional intelligence in teams
- Negotiation skills
- Meeting & presentation skills
- Conflict management & assertiveness

### **5. Follow up workshop**

to ensure actions have been implemented and best practice is maintained.



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