

Team Excellence

MASTERY AT WORK

CONTENT

Successful Workgroups

The primary purpose of any group is to serve a client. Any team will fail if the client is not satisfied with the contribution of the group.

Benevolent Intent of the Group

Determining who we are here to serve and what are their needs and wants. How does what we do benefit our clients.

Role of the Team Leader

What the team leader needs to give. Clarifying and agreeing the Means, Ability and Accountability requirements which team members have of their team leader.

Role of the Team Member

What team members have to give as their contribution to the team's performance. How team members can serve the client and their colleagues. A commitment by each individual in the team to their doing so.

ONE DAY WORKSHOP

This one day workshop is for non managerial staff and their immediate managers. It seeks to clarify and agree both what is required by those in a leadership role as well as team members (both technical specialists and administrative support staff) to deliver excellent individual and team performance.

An experiential exercise is used to establish the primary purpose of any group, and the role which the members of a workgroup and the workgroup leader must fulfill to achieve the group's purpose.

Thereafter the specific Means, Ability and Accountability requirements which team members have of their team leader are defined and agreed in an expectations exchange, between the staff and their managers who attend the workshop.

Expectations between group members are also defined leading to a commitment by each participant; what they can personally contribute to the success of their workgroup and to the enterprise as a whole.



SCHUITEMA
Human Excellence Group



WEBSITE
www.schuitema.co.za

EMAIL
info@schuitema.co.za

TELEPHONE
+27 (0)16 590 1201