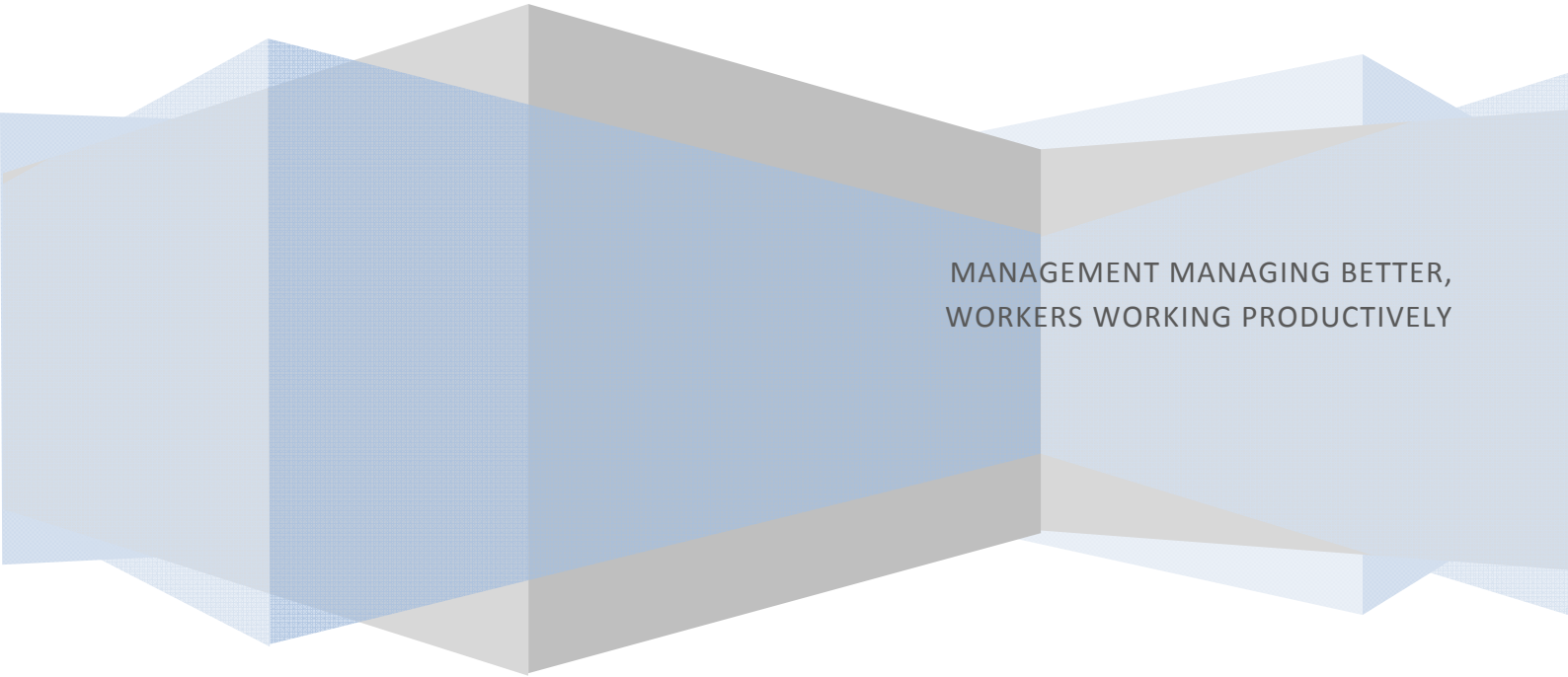


ACCEL-TEAM

# Team Building

Foundation Workshop



MANAGEMENT MANAGING BETTER,  
WORKERS WORKING PRODUCTIVELY

## TEAM BUILDING CORE SKILLS

# FOUNDATION WORKSHOP

Maximise employee contributions across the organisation. Solve poor team work problems. Improve operational productivity.

### Team building training to solve common problems and improve productivity

There is a tremendous reservoir of untapped talent, knowledge, experience, and creativity within any given organisation. And in any given organisation at any given time, there is also (from our experience in work study) tremendous potential for improvements to be made in productivity.

Many individuals and indeed groups within the organisation feel unwilling and or unable to contribute, even though there is the desire to do more. On the organisation side there is always the need to improve productivity.

The format and content of this workshop will help you maximise the contribution your employees make to your organisations' bottom line. In other words, improve productivity with and through your operational people whether they are in your offices, out on site or on the shop-floor. Our workshops:

- Enable individual team members to participate and contribute to improvement efforts
- Reduce unhealthy conflict
- Improve formal and informal communications
- Improve problem solving capability (ability & willingness to tackle problems)
- Identify important improvement areas to work on, in any workplace
- Develop a back on the job action plan to work on, to achieve quick operational results

This team building workshop will unlock hidden talents and operational improvements within your organisation. It will make a difference, both to hearts and minds and to your bottom line!

### Our Team Building Deliverables

This workshop is a set of 'standard operating procedures' and a results orientated ethos to operational work, that enable individuals, specialist teams and their organisations to work more productively. It serves as a foundation team development course, which will build up vital core individual employee skills. These core skills are required for individuals to work together to produce tangible results, above and beyond that which is currently experienced. Our team building undoubtedly delivers the following benefits.

- Improvement in operating efficiency
- Cost reductions
- Improvement in productivity
- Improvement in staff motivation
- Improvement in problem solving capability

## What is covered in the Team Building Foundation Workshop?

### *Preparing to be an effective team member (Module 1)*

- A team can only be as effective as its individual members. This module covers core skills that help employees contribute to their organisations' success.

### *Developing the team framework (Module 2)*

- Many individuals do not fully understanding why their jobs exist or consciously decide how they want to work in and be part of a team effort. This module pulls together key issues that employees can work on immediately when they are back at work.

### *Getting results in a team (Module 3)*

- Many of the basic work skills employees already have are useful for working on a team as well. This module develops individual skills and shows how to use them when working with other people.

### *Ending team projects (Module 4)*

- Making progress, achieving results needs to be recognised to cement a sense of achievement , also to act as a catalyst to an 'onward and upward' attitude. This module reviews steps a team needs to take to end successfully.

### *Solving team-working problems (Module 5)*

- The usual suspects! No matter what your organisation does, where in the world it is or its 'culture' the problems covered here crop up, day in, day out. Learning how to solve these problems is covered here. They are critical to becoming productive. This module solves most, if not all poor team-working problems.

## Who is this workshop for?

This workshop is targeted at employees at the operational level—the people who carry out the work of your organisation in the office, on-site and on the shop-floor. Up, down and across your organisation. Each topic is examined from the viewpoint of what a team member can do, irrespective of position or title. It does not matter what your organisation does or if it's in the public or private sector, it has to be productivity orientated.

You will find the core skills developed here are relevant and will impact beneficially. Upon leaving this workshop, your project teams, productivity improvement teams, self-directed groups, task forces, and most importantly your organisational team will be more willing and able to contribute more to bottom line results.

Key questions to ask when evaluating this resource are:

- Do employees need to develop a common understanding of how to operate effectively?
- Do you want employees to focus on individual, team and organisational improvement?
- Do employees need to develop a common operating protocol for discussing issues and developing solutions?
- Do you want employees involved with an enthusiastic approach to work?
- Do you want every meeting to be effective and efficient as possible?
- Do you want to improve your organisational problem solving capability?
- Do you want your employees to receive training that has career long benefits?
- Do you want to invest in team building training that shows a return on investment?

## WORKSHOP CONTENT

To get an overview of what's in each module on this workshop, go to the workshop content subtitles. Each module starts with a *checklist* and ends with *tips* for use back in the workplaces. These checklists and tips lead to personal, team and organisational performance improvement and are directly relevant to what your organisation does.



### Preparing to be an Effective Team Member

- You and Your Team
- Taking Responsibility
- Following Through on Commitments
- Contributing to Discussions
- Listening to Understand
- Getting Your Message Across Clearly
- Giving Useful Feedback
- Accepting Feedback



### Developing the Team Framework

- Keys to Getting a Good Start
- Agreeing on a Team Purpose
- Identifying Stakeholders
- Identifying Limits and Expectations
- Defining Roles
- Agreeing on Ground Rules
- Arranging Logistics



### Getting Results in Teams

- Working in Teams
- Creating Work Plans
- Having Productive Meetings
- Using and Gathering Data
- Types of Data
- Making Good Decisions
- Evaluating Potential Solutions
- Implementing Changes
- Checking Results and Progress
- Keeping Records and Documentation



**Ending Team Projects**

- When it's Time to End
- Knowing You Have Achieved Your Purpose
- Maintaining the Gains
- Completing Your Documentation
- Evaluating Your Team's Work
- Sharing Results
- Recognition and Celebration



**Solving Team-Working Problems**

- Team Problems in Context
- Handling Conflict and Disagreement
- Dealing With Power and Authority
- Dealing with Overbearing Experts
- Lack of Focus
- Too Much Agreement
- Uneven Participation
- Lack of Follow-Through

## WORKSHOP DELIVERY

We are situated in the UK (Cumbria) and will deliver the workshop in the UK or overseas. When evaluating the costs, kindly bear in mind the benefits. There will undoubtedly be a quick return on (total) investment in our team building training and development. Also, there will undoubtedly be an improvement in staff motivation. We are results driven and expect you to expect a return on your investment in use, in year 1, year 2... and beyond.

### Duration

2 days

### Where

We will deliver the workshop:

- *On your premises*, if you have suitable facilities available. Essentially you provide your in-house facilities, book our accommodation and we deliver.
- *On suitable premises in a location near to you*, with suitable facilities. Essentially, you book our and (optionally) your accommodation, we travel and deliver.

### How

The required essential facilities are:

- White board
- Flip charts and board

Optional resources can include:

- Overhead slide projection facility
- Delegates bring and use laptops
- Laptops kitted out with MS Office OneNote for note taking
- Laptops kitted out with MS Office Groove for sharing / disseminating files and collaborating

## NEXT STEP

To discuss your team building requirements and or to book contact us by telephone or email:

**Call:** 0800 756 9865 (International toll free number)

+44 1946 82 3191 (Office)

+44 (0)7918 17 5445 (Mobile)

**Email:** sales@accel-team.com

**Final Thought:** Please keep uppermost in your evaluation; we expect you to expect a return on your investment in our training and development workshops. For every unit of currency invested in our workshop, what multiple are you seeking as a return on investment? In year one? In year two and beyond?

## HOW DO THE MEMBERS ON YOUR TEAM PARTICIPATE ON THE TEAM?

Use this instrument to evaluate the 10 key factors of effective teams listed below. Hand it out to colleagues. Ask them to complete it and return it to you. Summarise the results, consider the results summary. *Can we be of help to improve what you find?* (There is a suggestion on how to use this questionnaire on the last page.)

Draw a circle around the number that most accurately describes your team. A “1” is the lowest rating and indicates that many problems exist. A “5” is the highest rating and indicates that the team is strong and effective.

### (1) PURPOSE AND OBJECTIVES

1	2	3	4	5
Not clear and not understood by everyone			Clearly understood by everyone	

### (2) INVOLVEMENT / PARTICIPATION

1	2	3	4	5
Some members are silent and contribute very little			All members are encouraged to participate	

### (3) CONFLICT

1	2	3	4	5
Occurs continuously and is not dealt with properly			When it occurs, it is dealt with openly	

### (4) COMMUNICATIONS / LISTENING

1	2	3	4	5
Guarded feelings are not expressed freely			Members feel free to say whatever is on their minds	

### (5) LEADERSHIP

1	2	3	4	5
Team leader plays a strong dominant role			Members share leadership role	

### (6) PROBLEM SOLVING

1	2	3	4	5
Problem solving tools have not been agreed on for this purpose			Team members share knowledge of information and problem solving tools	

### (7) MEETING CLIMATE

1	2	3	4	5
Formal, rigid, with many signs of tension			Members are relaxed and think meetings are fun	

**(8) ROLES AND ASSIGNMENTS**

1	2	3	4	5
Assignments are vague and not distributed evenly			Assignments are clear and involve all members	

**(9) CREATIVITY**

1	2	3	4	5
No cachet for offering up “wild” ideas: they are discouraged			Members use brainstorming often to seek fresh approaches	

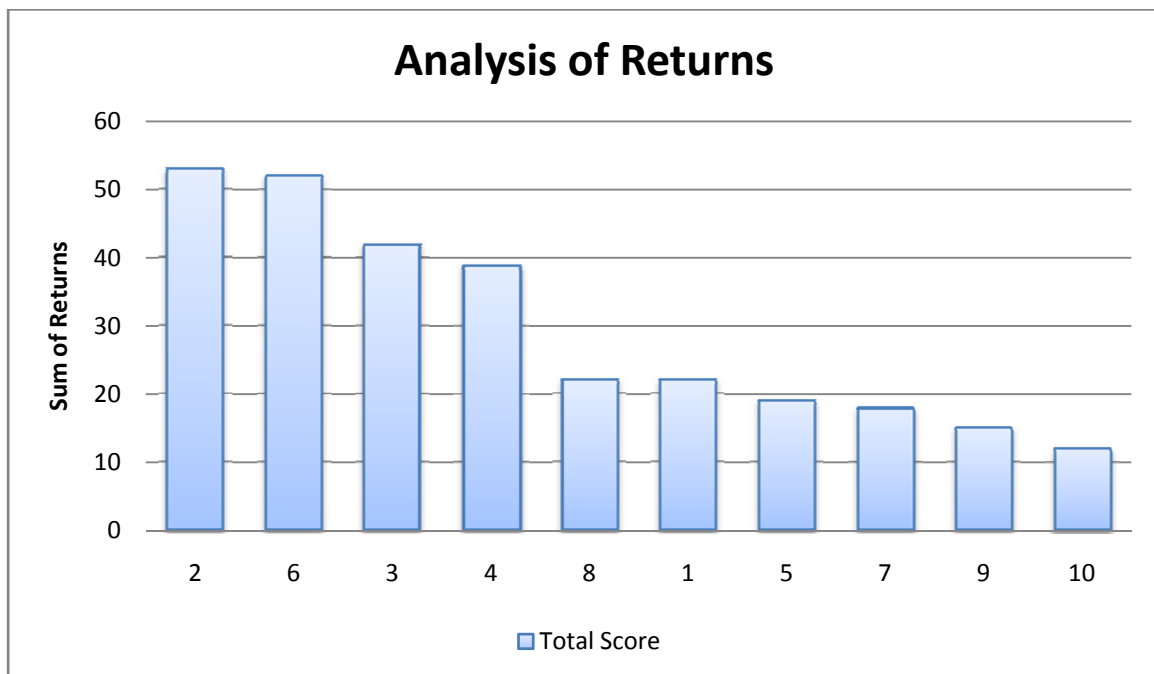
**(10) SELF-ASSESSMENT**

1	2	3	4	5
There is never enough time for the team to evaluate its effectiveness			Team members frequently assess their progress	

**SUGGESTION**

To help you in evaluating the ‘fit’ of this resource:

1. Copy and hand out this questionnaire to frontline staff
2. Request that they complete it and return their scores
3. Summarise all results to get an overall picture
4. **Use simple analysis to develop your thoughts on the fit between our team building resources, the results you obtain from the questionnaire and organisational needs**



In this return from 15 staff members it can be seen that categories 4, 3, 6, 2, scored higher and therefore are deemed by staff to be contributing to effective work. Items 10, 9, 7, 5, 8, 1, all consistently scored lower and are perceived as having a negative effect on work. (N.B. maximum theoretical score = 75 (15 x 5) minimum = 15 (15 x 1))