

TOUCHPOINT CHANGE!

The Team Doctor



Effective teams are the building blocks of successful organisations.

To perform consistently they need constant nurturing as they adopt new people, as they address new challenges and as they adapt to new situations. A team may be newly-formed or long-standing, close-knit or dispersed, temporary or mature. It may function well or be in a permanent state of conflict.

Whatever the challenges, the Team Doctor can help them gain new clarity of purpose, strengthen relationships and find better ways of working.

But high performance is not just about people working well together. It is about *performance* - delivering results. Whether a team is working to improve community health or to maximise financial returns, any performance initiative must clearly deliver better outcomes, and deliver them more cost effectively.

The Team Doctor services could include any of the following:

Leadership Team Dynamics - develop the relationships, roles & responsibilities for top teams to work more effectively.

Develop Strategy - facilitate the process of identifying the most profitable strategy areas and developing plans.

Resolve Conflict Within a Team - understand the root causes of conflict, and mediate or facilitate a fresh start.

Build Customer-Supplier Relationships - improve communication and teamwork so all parties achieve more together.

Kick Start Continuous Improvement - introduce the tools for problem solving, local change management & collaboration.

A Fast Start for Project Teams -when new teams need to develop a common purpose & start to deliver results quickly.

Coaching of Teams and Individuals - when a Coach or Facilitator builds up a longer term relationship with the team, the whole group can gain ongoing insights, and timely assistance from someone who already understands their abilities and challenges.

Great teamwork can be elusive but there are well established methods which bring people closer together with a common purpose. Occasionally one or more team members need to change roles, but in general communication and understanding can be improved so that everyone feels more valued, is better respected and is able contribute more.

As well as the day job, every team should be accountable for improving the work they do. This requires core problem solving and quality skills as well as an attitude of reflection, a can-do attitude and a customer focus.

The Team Doctor works to build a customer focused culture and provides practical tools and techniques to enable new insights and faster action.

0845 1301 357

Info@TouchpointChange.co.uk

**... helping your people transform your business ...
... delivering the benefits of change ...**

**Business Change Management
Customer Service Improvement
Lean Transformation**

TOUCHPOINT CHANGE!



Improved Team Performance

Stimulating higher performance may take many forms, so we get to know the organisation and team before recommending the most suitable approach. By getting to the heart of the team we can work on the root cause of the issues and get beyond the symptoms.

Scope

You may want us to facilitate a meeting, workshop or awayday or you might need deeper analysis so that we can recommend options. Typically we meet the senior manager responsible for the team, together with the team leader(s). We become familiar with the background, current issues and opportunities and agree the outcomes desired.

Plan

In some teams we may need to undertake careful observation to learn more about the business issues, team dynamics, communication and processes. At this stage we also need to get to the heart of the team with its capabilities and issues.

Where there is conflict, mistrust or partisan behaviour, we schedule confidential 1-to-1 interviews with team members. In any situation, we produce a design that meets the needs of the leaders, the organisation and the team.

Deliver

Finally we deliver the agreed programme, assess its effectiveness and review how well it was received. We then agree a follow-up plan for ourselves and/or the team. This may include team/personal profiling or action learning.

Skills Transfer

We will be happy to work with your own development staff who can continue to help the teams develop and can call in additional expertise as and when required.



Featured Consultant: Will Sudworth is a change agent who specialises in team development and leading change through a process of challenge and Team Effectiveness (TE) coaching. His insights quickly hit the mark and stimulate learning and action. He typically looks for 30% team productivity increases and has worked with over 100 teams across Europe.

Transforming Teamwork

Are your teams performing as well as they should?

Purpose

Is the team purpose shared by all and driving all activity?

Priorities

Are the priorities clear and aligned with other teams?

Measurement

Do the measures illustrate activity or outcomes?

Performance

How could performance be enhanced, however good?

Relationships

How well do the team work together and deliver?

Recruitment

Do new recruits fit well and perform consistently?

Retention

How well does the team retain its people?

Steady improvement

Can a consistent track record of improvement be demonstrated?