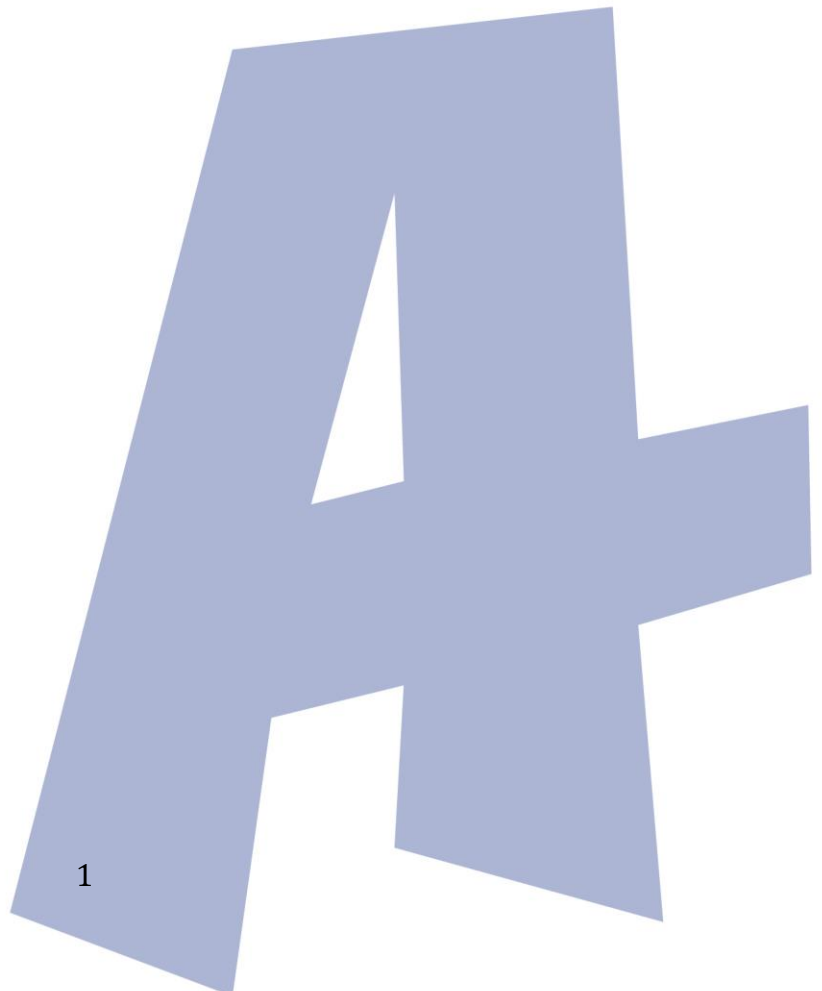


Team Workshop Agenda

A team maybe one that delivers results for the organisation and performs, however that performance can be affected by a lack of consistency in the way that the team behaves. The workshop will enable the team to identify their own template for their behaviour and actions that they need to implement in the workplace. This will enable the team to work in a professional, cohesive and flexible manner and ensure that they work respectfully. This will enable them to have a positive effect on each other and the customer. This in turn will improve longer term morale, motivation and team harmony.

The workshop will get the team to:

- Identify the strengths and characteristics and how to build upon them
- Identify where the team can improve its behaviour and performance
- Create actions for the team to implement back in the work place
- Create a model for how they should interact with each other and the customer
- Recognise the impact that colleagues have on each other
- Improve their communication and how to work with others
- Establish how they can contribute to the team
- Improving team performance



Workshop Agenda

- Discussion on objectives of workshop
- Discussion on group processes
- Team working
- Team development
- Processes to promote team development
- Team identify its characteristics and strengths in a practical exercise

Team Practical

- Strengths and weaknesses of team working.
- Identify the way the team works and they way it should focus for the future.
- What are the barriers and constraints
- Team behaviour and communication
- Inappropriate behaviour
- How do they increase their performance with the customer
- Identify their strategy
- Focus on team behaviour and communication
- Retaining the strengths
- Opportunities for team
- Opportunities for team members
- Creating a template for the perfect team member

Team Development Plan

- Identify development actions and plans for the future for the team
- Identify personal actions and responsibilities

