



The Challenge: Creating Sustainable, High-Performance Teams

Teams are the engines that drive organizations. They exist to produce results, results that individuals acting alone simply can't achieve. And while all teams start out with the purpose of achieving their goals, challenges inevitably arise. Despite the expertise and best intentions of the individual team members deadlines start to slip, communication deteriorates and the costs start to mount.

What if it were possible to help teams to take action and build the relationships that motivate and sustain the action? That's what the Team Diagnostic and Coaching process does – it helps teams to optimize both productivity and the team relationship factors that build positivity. Having the tools and expertise is not enough to achieve results. Teams also need high positive engagement and ways to neutralize negativity to get outstanding results.

The Team Coaching Difference

Team Coaching is more than a team building event. It is a methodology that provides a new understanding and a new mindset for creating a sustainable, high performing team. The team is trained in this new model while addressing the issues that are crucial to the team's performance. The team members take these skills and competencies with them to every subsequent team helping the organization to create a collaborative culture that supports high performing teams. Rather than coach individuals to be better team members the team is coached as a system.

Team Coaching opens lines of communication, creates commitment to the team goals and puts structures in place to support constructive interaction, especially when there are differences in approach or implementation challenges. Effective collaboration is essential for successful projects – teams must be able to leverage their strengths to meet their goals.

The Team Coaching model has been used with hundreds of teams from companies such as Johnson & Johnson, McDonald's, Hilton, Wells Fargo and Deloitte to achieve measurable results. On average, teams experience a 20% increase in productivity and a 25% improvement in team relationship factors such as trust, communication and conflict management.

Team Coaching can be introduced at any point in the life-cycle of a team: at start up, during periods of significant change in either personnel or scope to help speed integration; to meet specific business initiatives; manage change or reduce risk by addressing factors within the team which impede performance.



The Team Coaching Process

1. Discovery

The discovery process happens in a series of conversations between the coaches and the team leader to ensure that the program and outcomes meet the business needs of the organization. This first step is all about ensuring that expectations are clear, **outcomes are defined** and that the team is a good fit for Team Coaching.

2. Initial Team Diagnostic Assessment™

The Team Diagnostic Assessment™ is an anonymous, **online 80-item questionnaire** completed by all members of the team. The responses are compiled for the team and used to create a customized off-site workshop designed to meet the specific needs of your team.

3. Team Training

The results of the assessment are delivered in an **off-site workshop**. The Team Diagnostic Assessment™ includes multiple views showing how the team is functioning based on the 7 productivity and 7 positivity factors. These profiles build awareness of the team's strengths and opportunities, setting the stage for change and accountability for action. Training in the team model provides them with the skills needed for team success. The deliverables from the workshop include a team contract and a commitment to action plans for the ongoing coaching.

4. On-going Team Coaching

Because change takes place over time, the workshop is followed by **monthly team coaching sessions**. These 90 minute sessions reinforce the action steps and accountabilities set by the team and where needed, provide additional training to support the team's on-going development. When possible, the coaching sessions are done in person; when this isn't feasible, the coaching sessions are as effective when conducted via teleconference.

5. Second Assessment

At the conclusion of the team coaching sessions, the **Team Diagnostic Assessment™ is redeployed** to measure progress. The results are presented in an off-site workshop designed to ensure continuing momentum for the team. The goal of the workshop is to enable the team to self manage and to be able to independently recognize, analyze and respond to opportunities, issues and challenges constructively and collaboratively.

**Contact Sutherland Consulting at 604.788.9145 or
ksutherland@sutherlandconsulting.com
for additional information on Team Coaching**



Two Sample Views from the Team Diagnostic Assessment™

