



**Team Coaching:**  
*Building on Strengths  
to create Results*



**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. All teams set out to reach their goals but challenges inevitably arise. Despite an abundance of expertise and the best of intentions, deadlines start to slip, communication deteriorates and the costs start to mount.

What if it was possible to help teams to take the right actions to get on track and to build the relationships that motivate and sustain forward momentum? That's what the Team Coaching does – it helps teams to optimize both productivity and the 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 Solution:** Coaching for Communication, Commitment and Productivity

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 to address the issues crucial to their success and introduces new skills for boosting performance and enhancing communication. Team members take these skills and competencies to subsequent teams ensuring the organization creates a collaborative,

high performance culture. Team Coaching opens lines of communication, builds commitment to 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 outcomes – 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*

That's the difference in the Team Coaching approach. The team is coached as a system and not a collection of individuals. The whole is greater than the sum of the parts.

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; to meet specific business initiatives; integrate new team members; or to reduce risk by addressing factors within the team which impede performance.



## Team Coaching Process

1

### **DISCOVERY » 2 – 4 hours with the team leaders**

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™ » 30 minutes for all team members**

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

3

### **TEAM TRAINING » 1 – 2 days for all team members**

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 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 the skills needed for team success. The workshop deliverables include a team contract and a commitment to action plans to ensure goals are met.

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4

### **ON-GOING COACHING » 90 minutes monthly for all team members**

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

### **FOLLOW-UP ASSESSMENT » ½ day for all team members**

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. The goal of the workshop is to enable the team to self-manage and independently recognize, analyze and respond to opportunities, issues and challenges constructively and collaboratively.