

## TEAM-WORKING for PROFIT

The course is **adaptable** to suit each client's business drivers and can be designed for between **12** and **100** delegates. It is an ideal follow-on from the **Profitable Leadership** course and is aimed at all levels of staff. The following gives a very general overview of some typical topics and activities;

### Typical Objectives;

- To gain support and buy-in to Company Vision / Principles / Objectives etc
- Break down any 'them & us' barriers that may exist within the organisation
- Improve understanding & communication between management & employees
- Understand the crucial importance of superior, team-based **Customer Care**

### Typical Content;

- The business case for teamwork, including successful business case studies
- What makes a successful team?
- Strengths and weaknesses of different personality styles within the team
- The impact of individual behaviours on the customer & ultimately the business
- The importance of respectful and helpful feedback at all levels
- Communicating effectively – understanding intention and impact
- Building trust & respect between disciplines / departments and customers

### Sample Activities (all interactive & fun where appropriate);

- Team identity - creative, interactive activity to develop ownership & loyalty
- Assigning roles to maximise the use of expertise and to increase output
- Application of roles and team skills in a variety of creative as well as business related activities to suit the nature of the business
- Recognising how to get the best from different personality styles
- Practicing giving and receiving of feedback throughout the course in a positive and constructive manner to help delegates capitalise on their strengths & understand how certain behavioural traits may impact on others
- Action planning for application of new team skills back in the workplace

### Duration;

- **1 day** (Depending on client's desired outcomes, **half day awareness sessions** can also be designed)

### Note;

MB Consulting Ltd will conduct design meetings with course sponsors to understand the client's objectives and required outcomes before submitting a customised, more detailed agenda.