



HIGH-PERFORMANCE TEAM WORKSHOP

When key teams are facing especially tough challenges – membership transitions, changes of direction or charter, seemingly hopeless deadlines and workloads, high levels of conflict and/or poor communication – they need help to get back on track and recover a high and satisfying level of performance. Left alone, teams can become unproductive and very costly in terms of potential staff loss and missed opportunity. With help, teams can recover their direction and momentum, and turn into work units that deliver very high performance and high satisfaction to the team members.

High-Performance Team Workshop (HPTW) is as much an intervention to improve intact teams as it is an instructional workshop. HPTW helps teams find their way to high productivity and high satisfaction by exploring team alignment in terms of collaboration, communication, and commitment.



An essential premise of HPTW, based on research, is that high fulfillment leads to very high performance. Fulfillment is based on known factors, which a team and its leader can improve. By deliberately addressing the issues that affect fulfillment, a team can reduce negatives and increase performance.

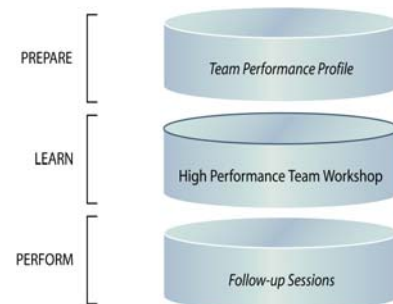
HPTW provides a variety of proven tools and models for problem solving, communication, commitment, and planning to help bring the team to a higher level of performance.

VALUE PROPOSITION

HPTW offers very substantial help to teams that may be struggling to reach their performance potential. In this intensive workshop, teams go back to the basics to create (or re-create) an environment that encourages buy-in and high performance.

APPROACH

HPTW is an intense three-day workshop that is highly engaging and interactive. It features simulations, experiential exercises, and powerful yet simple models and tools to help teams work through issues of communication, collaboration, and commitment. The effectiveness of the workshop can be enhanced through the use of the (optional) Team Performance Profile, an instrument that gathers input from the members into an impactful report that gets the team discussing real issues quickly.



HPTW can be facilitated by Wilson Learning or by a leader-trained in-house professional.

This enables:

- Face-to-face interaction within the team and with the facilitator
- Immediate in-person feedback
- The opportunity for real-time commitment to action

HPTW has six integrated learning modules:

OUTCOMES BY MODULE

<i>Modules: Key Learnings Are...</i>	<i>Your Teams Will...</i>
<p><i>Teams and the Corporation</i></p> <p>How communication patterns within the team can impede productivity. How characteristics of high-performing teams match requirements for growth and change</p>	Be able to understand the need for change.
<p><i>Collaboration</i></p> <p>How collaborative problem-solving works. How to use brainstorming, consolidation and chip voting, problem definition criteria, fishbone and solution diagrams, and action plans.</p>	Be able to use a team-based, proven problem-solving approach.
<p><i>Commitment</i></p> <p>How to generate a meaningful purpose statement. How to gain alignment on purpose and shared responsibility.</p>	Be able to improve the team's alignment.
<p><i>Communication</i></p> <p>How to use the "Pinch Model" (a model of communication dysfunction leading to either increased conflict or resolution) to surface and resolve conflicts before they become serious problems.</p>	Be able to set up team norms about prompt, open communication of problems.
<p><i>Climate</i></p> <p>How to develop sense of shared leadership and shared beliefs, values, and principles.</p>	Be able to experience commonality of purpose.
<p><i>Commitment to Action</i></p> <p>How to specify measurable outcomes the team will achieve and the means to achieve them. How to prioritize with grids, calendars, and action plans. How to gain management support.</p>	Be able to plan the teamwork and work the plan.

ENABLING IMPROVED PERFORMANCE

HPTW is structured around tools to enhance collaboration, communication, and commitment in pursuit of high performance and high fulfillment. Early involvement of managers in alignment and commitment to the process, and even as process coaches, improves the lasting performance of HPTW.

Optional follow-up sessions with the facilitator to check in on the team's progress toward goals can also support improved performance.

MEASUREMENT

The Team Performance Profile instrument can be used with HPTW, and can be used as a repeat measure at any time after six to eight weeks to reassess the team's performance as reported by its members.

Additional measurement options include existing metrics of team productivity, if balanced to consider the influence of other factors of the team's performance.

EVALUATION

Organizations that implement HPTW have access to a broad range of tools to measure initial behavioral changes and business results. For HPTW, one approach may be a quick web-based survey instrument that would ask about a few key behaviors of the team before and since HPTW, with an open-ended item to capture anecdotal evidence of how team behavior and performance have changed. More involved and thorough research options are also available.

This offering, like all others from Wilson Learning, can be customized to reflect your environment and business priorities, and integrated with your processes.