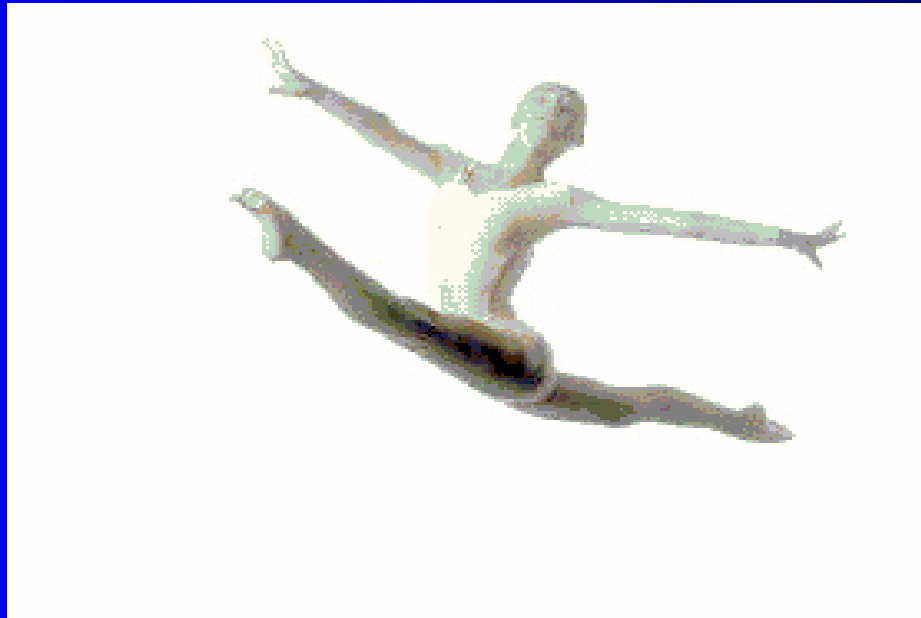


Workshop: *Team Growth* Focusing on People



Recap: Round Table Exercise

Each person contribute a comment on something sparked by the lunch presentation

What do you enjoy most at work ?
#Pick your own top 3 in rank order
#Discuss In Pairs

- Colleagues
- Customers
- Sense of achievement
- Meeting deadlines
- Doing my job well
- Being appreciated
- Personal growth
- Fun, humor, laughter
- Care & affection
- Making money
- No fear, politics or infighting

Round Table Discussion

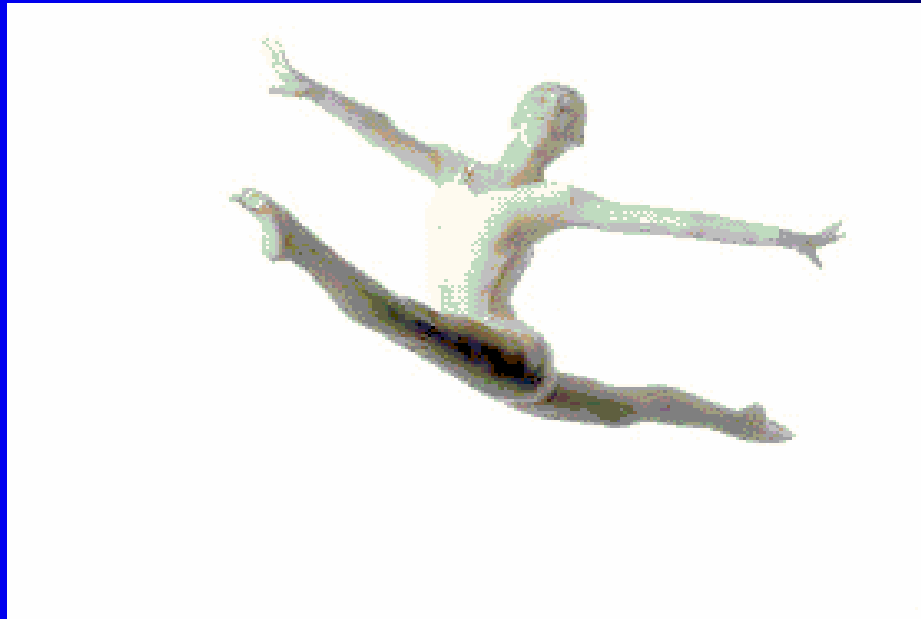
How would you describe the organisational structure of your organisation?

- Hierarchical
- Flat
- Somewhere in between

How would you describe the team spirit in your organisation? Give examples

- Very good
- Average
- Not great

Building team spirit and brand value



Intangible value

- When employing people, give character 60% and skills 40 % weighting
- When marketing, Character to Character is often more effective and important than Skills to Needs
- The ultimate good and energy is in the soul and spirit and people who can nurture others on this level are the best leaders and relationship builders.

Intangible value (continued)

Flowers are always fit presents because they are a proud assertion that a ray of beauty out-values all the utilities in the world.

Emerson's Essay on Gifts.

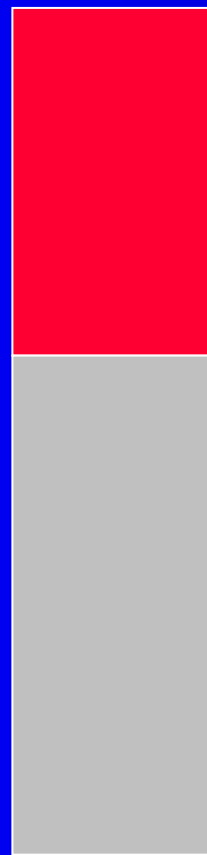
The value of a whole army – a mighty host of a million men – is dependent on one man alone: such is the influence of the spirit.

The Art of War by Sun Tsu

Three performance measures, keep it simple

- *Staff satisfaction*
- *Client satisfaction*
- *Financials*

Capture discretionary energy



discretionary
energy

applied energy

Creating meaning for people

- The tension between what one is and what one should become is inherent in the human being.
- Boredom is a bigger mental problem than distress.
- The more a person targets himself by giving himself to a cause to serve another person to love, the more human he is and the more he actualizes himself.
- Another way of finding meaning in life is by experiencing something such as goodness, truth and beauty
- Meaning can be found not only in work but also in love and in the sense of making a difference for somebody

Building a climate of co-operation

Discussion

How would you describe the climate in “your part” of your organisation?

What do you do personally as a team leader or a team member to improve co-operation?

What would you *like* to do?

Flattening the organization

- Don't ask 'who do you report to'
- No-one thinks of himself as working under anyone else
- Organization charts should be flat or circular but not pyramid like
- Traditional pyramid organization charts are only good for the CEO's mother
- True leaders never have to emphasize their position - humility is a key attribute
- I came to serve and not to be served. Anyone of you who wants to be great must be a servant. (Matthew)
- Tell 'subordinates' - you are as smart as I am - what do you think
- Tell them about your thinking and ask for their input and feed back

Mediocre is the one in the middle

- Only bad managers complain over bad staff
- If you don't treat each other well, why should customers believe that you will treat them well
- Say thank you!
- Be grateful, generous and appreciative.
- Find good things to say about people
- Smart meetings
- Bend the rules

Qualifications

“...if you ask employers what knowledge, skills and attributes they most value in their workers, competencies we associate with a sound academic achievement and acquisition of knowledge form only part of the picture.”

Paul Winter EMA

Round Table Discussion

What forms the other part of the picture?

Key attributes

Often at the top of their list is a "can do" attitude, and evidence the person can be flexible and can adapt. The concept of workplace productivity, or the value that we contribute through our work, needs to move beyond viewing people as simply performing tasks – as important as these tasks may be.”

Paul Winter EMA

Open discussion

Motivating Staff/Enhancing Performance

- Refer to handout

Some final words

A sense of helping other people inside and outside one's own organisation creates deep meaning. Focus on adding value to customers rather than on financial gain. Purpose and meaning are cornerstones in motivation and energy. Believe all the good you can of all you meet and try to help them. Help people grow and encourage them have a strong say and influence on work. Laugh often! Broaden out activities and interests to build and refine character and avoid burn out. Read news papers and books. Make friends and keep them.

“My life now is not only not meaningless – like it was before – but it has the meaning of the good which it is in my power to put into it.”

Last line in Tolstoy's Anna Karenina.

Building team spirit and brand value



[Checklist-ex brochure]

His workshop is for team leaders and key team members and covers:-

Motivating people - Creating meaning- Building a climate of co-operation - Lifting team spirit - Enhancing performance - Increasing intangible value- Increasing productivity - Reducing staff turnover