

**TEAM EFFECTIVENESS IMPROVEMENT  
EXAMPLE OF A TYPICAL WORKSHOP AGENDA**

**Day 1**

08h00	Coffee	Responsible
08h30	Welcome and introduction	Client
09h00	Framework & Agenda	Facilitator
09h10	Individual introductions: My role, expectations and concerns	Team
09h30	Work Unit opportunities and challenges – an outsider’s perspective (based on pre-workshop interviews with a variety of stakeholders)	Facilitator
10h00	Client perceptions – survey results	Facilitator
10h30	Tea	
11h00	Work Unit clarification - Why does the unit exist and what is its mission? - What are the current strengths and weaknesses to deliver on the mission? - What are the critical issues to address?	Team
11h45	Introduction to the Performance Index	Facilitator
12h00	Analysis of the Performance Index results	Team
13h00	Lunch	
13h45	From the PI results, identify Work Unit strengths and weaknesses and list the key issues to address	Team
14h30	Introduction of the Climate Survey and feedback of results	Client
14h45	Analysis of results from the Climate Survey - Identify internal strengths and weaknesses - List key issues to address (Tea at 15h00)	Team
15h20	Evening assignment - Preparation for “Declare myself” presentations (Study personality profiles)	Team
15h30	Break for team activity	

**Day 2**

08h00	Coffee	
08h30	“Declare myself” presentations	Team
09h15	Introduction to team work and the phases in team development	Facilitator
09h30	Group discussion on team work - To what extent is a team effort required? - At what stage of team development are we? - List the key issues to address	Team
09h45	Introducing a model for analyzing and resolving Work Unit inefficiencies - Organisational issues (hard system required for control) - Personal and interpersonal issues (soft system required for commitment)	Facilitator
10h30	Tea	
11h00	Group discussion on key issues listed - Grouping organizational issues together - Grouping personal and interpersonal issues together	Team
11h30	Developing strategies for hard system (organizational) improvements	Team
12h30	Lunch	
13h15	Developing strategies for soft system (people) improvements	Team
14h15	Confirming strategic initiatives and action steps into the future	Team
15h00	Tea	
15h30	Reflection and last observations	Team
15h45	Closing comments	Client