

EXAMPLE SLIDES

ON

TEAM BUILDING



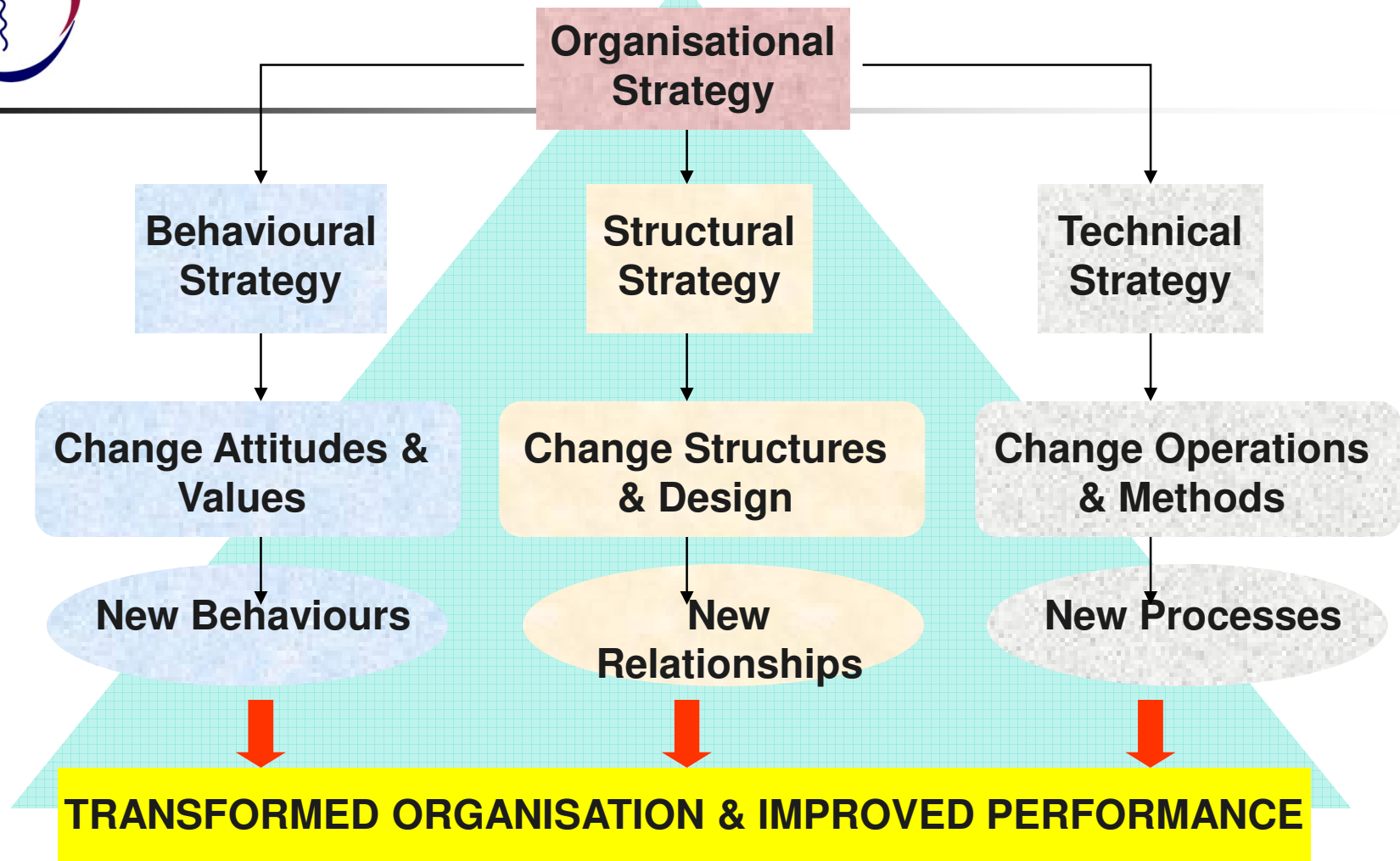
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Strategic Focus on Change

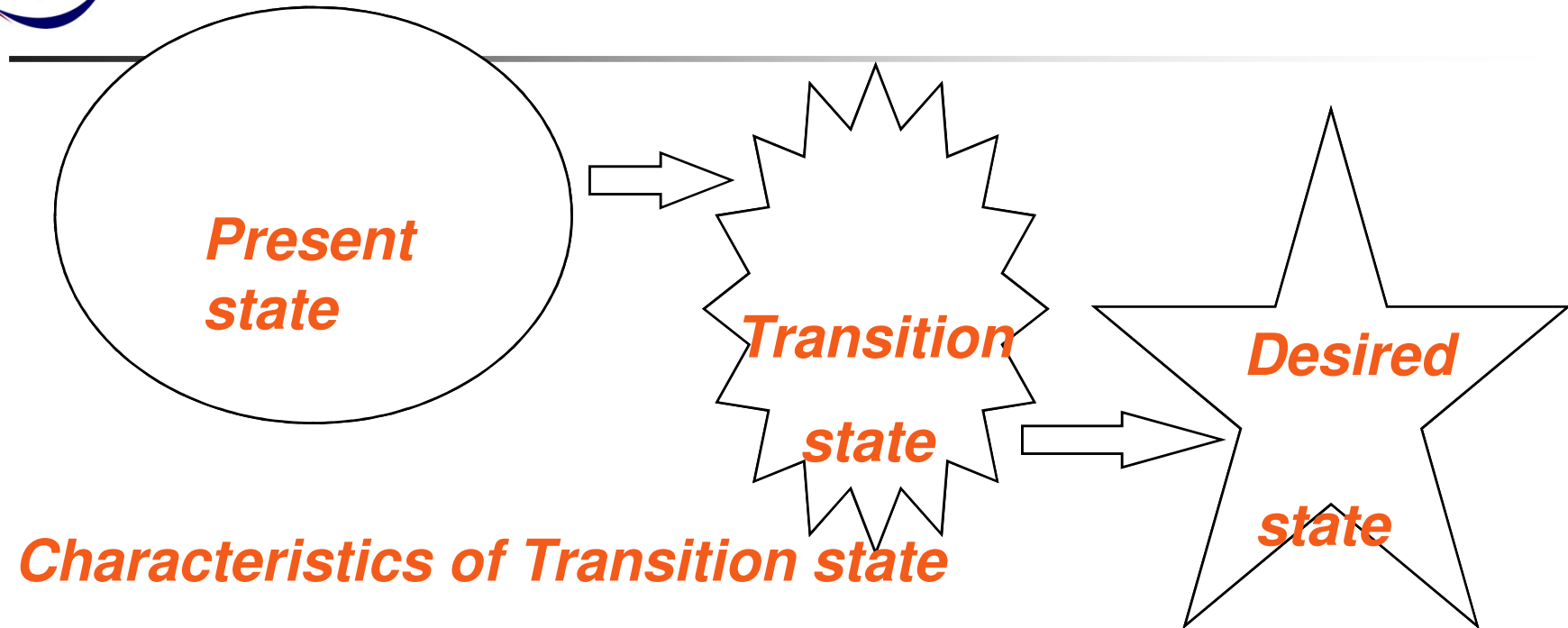


(Adapted from Harvey and Brown)



Change is a process

From Strong Message CD-Rom



Characteristics of Transition state

- * High emotional stress***
- * Conflict increases***
- * Low stability***



Client Business Unit realities

- Massive change
- Business is stretched
- Leadership competence?
- Diverse priorities within the BU
- Conflicting priorities (BU vs. Group)
- People capacity challenges
- Diverse core functions
- Autocratic demands on Team Members
- Lack of clear single strategy in BU



Supporting factors

1. Respect for team member competence
2. Individuals dedicated, want to succeed
3. Happy with employment conditions
4. Enjoy my work; nice challenges
5. Access to key decision makers
6. Has credibility in Client BU
7. Positive relationship with clients
8. Support is available
9. Co-operation on shared interests (selective)



Inhibiting factors

1. Strangers in strained relationships, stress and tension
2. Too much to do; doing things that I should not do
3. Leader/follower relationship challenges
4. Need for clarity (direction, boundaries, client, priority)
5. Fragmentation, silos, diverse philosophies
6. Not asked for and not listened to
7. Delayed decision making feelings of disempowered
8. Conceptual plans/intentions vs. execution disconnect
9. Unclear terms of engagement



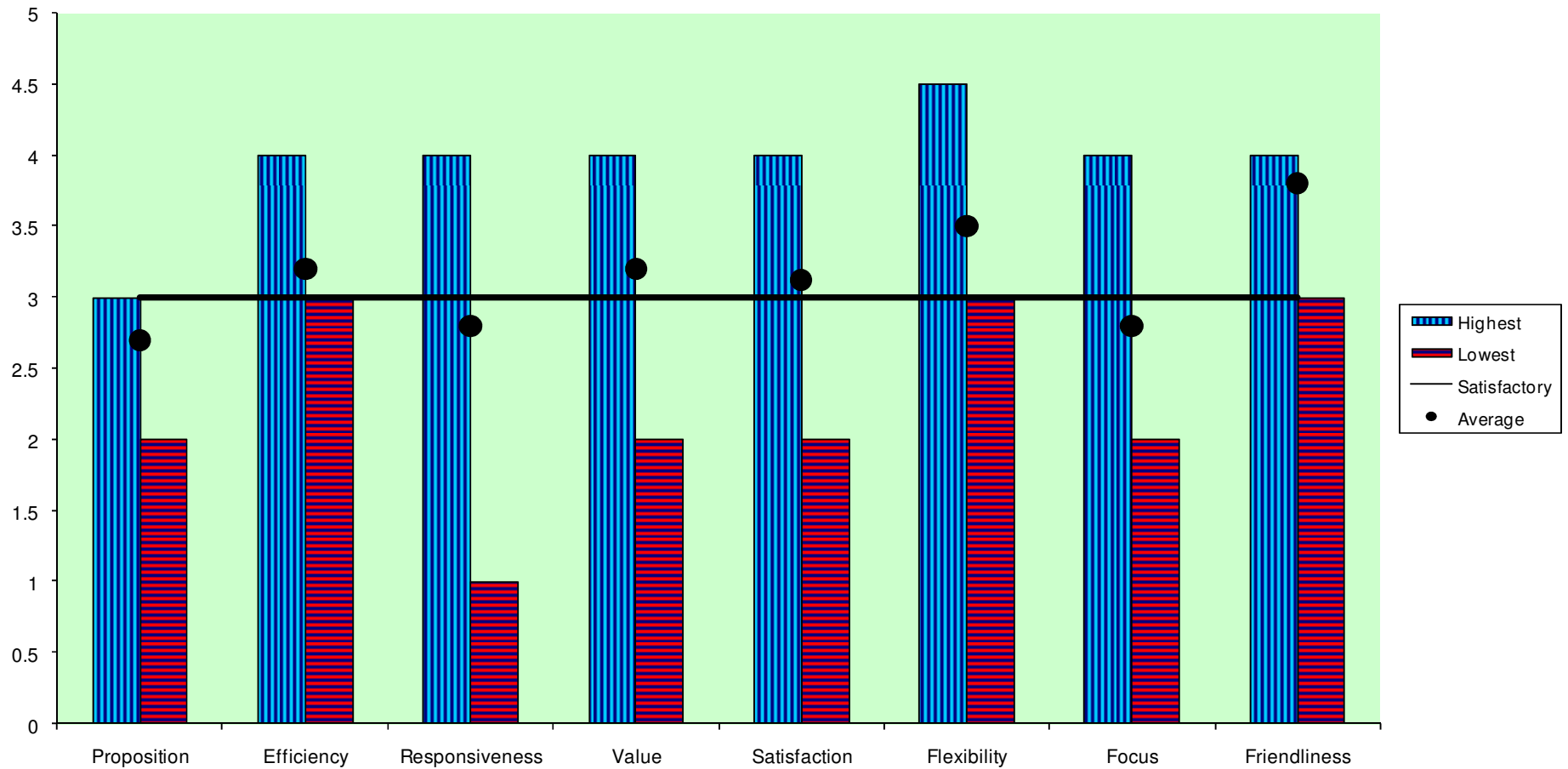
Client survey rating scale

Dimensions	Well below expectations	Below	Satisfactory	Above	Well above expectations
	1	2	3	4	5
Proposition	Range and nature of products/services offered is limited and does not meet all our requirements		Variety of products/services to choose from is sufficient to meet our requirements		Comprehensive range of products/services far exceeds our requirements
Efficiency	There are often mistakes and problems in the actual delivery of products/services		Normally effective in the delivery of products/services		Consistently maintains exceptional standards of quality in the delivery of products/services
Responsiveness	Often not available or slow to respond		Availability and responsiveness meet our expectations		Always immediately available and quick to respond to our needs
Value	Net value added is almost insignificant		Offer acceptable value for what we are prepared to pay		Adds exceptional value that we are happy to pay for
Satisfaction	We often feel dissatisfied and let down		We are generally satisfied with the overall relationship		We are delighted to be their customer
Flexibility	We are often frustrated by inability/unwillingness to adapt to our requirements		Normally able to meet our changing requirements		Surprisingly flexible and always willing to accommodate
Focus	Often shows lack of appreciation for us as customers		Pays sufficient attention to us as customers		Demonstrates exceptional commitment to remain focused on us as customers
Friendliness	Often lack courtesy, tact and diplomacy		Style of personal interaction with us as customers is acceptable		Consistently makes us feel important by the way they interact with us



Client survey results

CLIENT PERCEPTION - OUR BUSINESS UNIT





Declare myself

- About my personal life.....
- I'll describe my personality as.....
- My background looks like this.....
- My future aspirations are.....
- I work at my best with other people when they.....
- I am at my best as a follower when my leader.....
- I lead at my best when my followers.....