



**momentum**  
CHANGING MINDSETS

## **Momentum's Team Enhancement Process**

### **When is a team intervention required?**

#### **A) Response scenario**

Where team functioning and cohesiveness has suffered as a result of relationship breakdown, or allegations of bullying, which have, or not, been substantiated and the team needs restoration and 'learnings' to provide the best outcomes for its clients.

#### **B) Early intervention scenario**

Where the team is at risk of fracture as a result of poorly managed or multiple change management processes.

#### **C) Preventative scenario**

Where a previously functioning team is not at its best and needs a boost to its energy, commitment and accountability levels to produce the desired results.

### **What does a team intervention involve?**

Through our highly interactive team processes we provide a very meaningful and rewarding experience for participants that will make a positive difference to the team's sense of identity and functioning. Our team sessions are designed to enable individuals to see opportunities for team enhancements, as well as reflect on what their personal contribution and commitment will be to a better way forward. If there are any examples of past conflict or tensions within the team, the goodwill and safe environment built during the day, along with newly acquired skills, allows participants to experience 'closure' and leave the day focused on future enhancements.

The process draws on the facilitators' combined specialist experience of some 50 years' experience effectively managing difficult interpersonal workplace situations and building conflict competency and resilience in the people affected. The approach we take is preventative, future-oriented, solution-focused and without blame. It assists the group identify its core purpose and shared vision, along with shared values and processes, which allow the team to achieve its purpose and vision.

*Examples of components of the day include:*

- identifying what makes a good team and exploring the assumption that under the right conditions, all teams can unlock their potential to achieve excellence
- establishing the team's core purpose or sense of unique identity
- identifying the team's values, as they sit within the wider organisation's mission and values
- establishing an agreed code of behaviour for all communication, decision making and implementation of house rules
- an agreed 'concern management' process, which allows for the effective ownership and resolution of concerns at the earliest possible point in time
- understanding each other's behavioural and conflict resolutions styles and how to best work with individual differences
- practical communication skills training – how to effectively have those challenging conversations which require courage – providing effective, 'real' tools and the opportunity to practice these new skills
- how to give and receive constructive performance feedback.

**Additional modules that can be added:**

- Assertive communication – understanding different styles
- The art of having a courageous conversation
- Self care – managing stress effectively
- Understanding conflict, how and why it occurs and how to address it early

**What format can a team intervention take?**

Depending on the duration and severity of the group's presenting problems (e.g. scenario A), along with contextual evidence of performance or health decline in the form of staff turnover, industrial unrest, unexplained absences, extended sick leave or WorkCover claims, individual and group needs can be assessed and interventions tailored to meet the specific requirements of the group. In such cases we do this by first conducting one to one, confidential interviews, which enable both de-briefing opportunities and the identification of key themes that can be fed back to management and which enable the design of a team process specific to meeting the needs of the group.

Where the problems do not appear as entrenched or severe, we can offer the team the group experience without preliminary interviews and tailor the day according to which components management feel would best suit the needs of the group.

To run this team day experience effectively, we require a minimum of four to six hours with the group, e.g. 9.30a.m. – 4.30p.m., including a lunch break to encourage interaction and socialising amongst team members.

Group size also determines whether one or two facilitators are indicated.

For further information, contact Momentum's directors, Sally Wiencke or Leta Chen, on (03) 9882 2977

## **Contact**

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