FREE TO GROW

TeamQ

A recent study investigating the performance of natural work teams in corporate South Africa focused on key development areas for South African teams. The study targeted 150 South African organisations and more than fifty percent responded.

The following development areas, in order of importance, appear to be common to teams

- Lack of trust
- Weak task leadership
- Poor implementation/ no follow through
- No focus
- Poor interpersonal skills
- Lessons and mistakes not acknowledged
- Poor interpersonal chemistry
- False commitments from team members
- Working in silos
- Lack of management support

Competencies related to personal and interpersonal effectiveness comprise 50 percent of the identified development areas. TeamQ is designed to address these common problems by developing:

✳ **Trust**, so that team members trust one another enough to discuss feelings and concerns openly and promptly

✳ **A sense of belonging**, involving the team members emotionally as well as professionally

✳ **Participation**, where contributions of all team members are encouraged and acknowledged.

TeamQ increases the collective spirit and motivation in the team and enhances the capacity of the team to pull together in pursuit of a common purpose.

Expected outcomes

Team members will:

✳ Give credit for good work that is being done, instead of blaming one another.

✳ Take responsibility, rather than make excuses for their mistakes.

✳ Share information rather than restrict it.

✳ Talk in terms of 'we' instead of 'us' and 'them'.

✳ Respect and value each other's backgrounds and experience rather than discredit each other's competence.

✳ Voice concerns, criticisms and conflicts.

✳ Speak positively about their work, the organisation and the future instead of expressing cynicism.

"You have taken us from a disjointed group of individuals to a cohesive team. You will never know what you have done for each of us, individually and cooperatively. Never at any time previously have all been so at ease with one another even though some of us have been colleagues for many years.

Carol Campbell
Manager, The Red Cross Society of South Africa

"FTG and the facilitator have been key change agents in a long process and had a significant impact on all staff members and the office as a whole.

The results of the global staff survey reflect this hard work and commitment of very different perceptions and staff morale in the office right now."

Heimo Laakkonen
Country Representative, UNICEF Tanzania
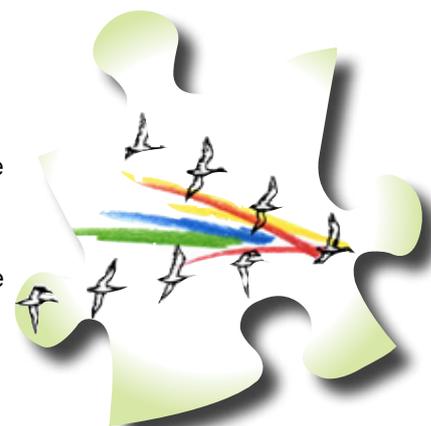
Programme Overview

The programme content is adapted to the needs and level of each team, but mostly focuses on the following:

Module 1: Team Effectiveness

* The value teams add: To the organisation and to individual members.
* What makes a group a team.
* The 10 links in the team effectiveness chain.
* How your team measures up: Strong / weak links in the chain.
* How weak links affect the team's performance and outputs.

Module 2: Vision

* The vision of your organisation and where your team fits in.
* The vision of your team: Where the team is currently in the journey towards making this a reality.
* Major challenges the team needs to address in this journey.

Module 3: Trust

* What trust is and the role it plays in the functioning of a team.
* The 4 C's of trust: How your team as a whole and each member measure up.
* Proud's, sorry's and commitments.
* How to develop greater trust in the team.

Module 4: Communication

* The crucial role communication plays in building relationships and getting the work done.
* The consequences of misunderstanding and why team members misunderstand each other.
* How to better understand the frame of reference of others.
* The need for open communication in a team and what this consists of.
* How to share your thoughts, opinions, feelings and concerns in a clear, respectful and honest manner.
* How to listen so that you can understand where others come from.
* How to give positive and developmental feedback constructively.

Module 5: Conflict Handling

* How you view conflict and how it affects the way you deal with conflict and confrontation.
* Conflict types, intensities and causes and how this plays out in the team.
* How the team on the whole and each member handles conflict and the long and short term consequences of this.
* How to handle conflict so it is constructive instead of destructive.

Target group

Basic version: Entry level employees

Extended version: Admin staff, Professionals, Supervisors and Management

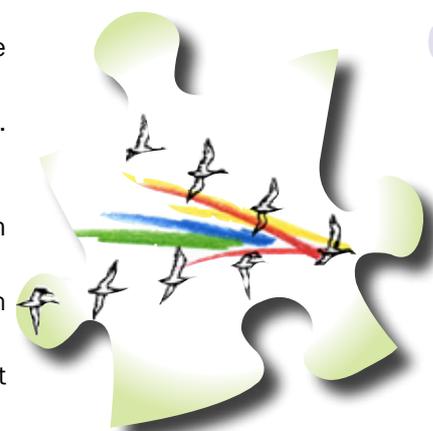## Duration

Basic version: 2 days
Extended version: 3 days

"Earlier experiences with external facilitators who ran through 'pre-packaged' approaches were not positive.

Initially reticence and scepticism was visible in the Free To Grow workshop. However, by the end of the two days, the over-whelming feeling was very positive. It opened up people's perspectives on how to improve interpersonal and work relations.

Instead of the usual finger-pointing, we all left the session with a feeling that we individually hold the key to making the difference."

Khin-Sandi Lwin
Representative, UNICEF, Namibia

Accredited with Services Seta (Decision number: 0101)

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integrity passion for quality innovation sincerity sustainability nurturing