



TEAM COACHING

- **EFFECTIVE TEAMS**

All teams want to succeed but even the brightest and the best teams can find that they are operating considerably below their true potential, and many teams are performing to less than the sum of their parts. Many teams keep on doing the same things, and fail to learn from experience by not analysing what has happened to identify how to make changes.

Teams operate at peak performance when individual members are able to help themselves and those around them to succeed. All teams, however, have behaviours, mindsets and unaddressed issues which get in the way of progress. Effective teams are complex, influenced by the individuals who make up the team, and yet with a collective dynamic of its own. Research shows that teams are most effective when they display the following characteristics:

- Individual team members who are prepared to review and stretch their own performance
- Capable people in different roles who can support each other
- A mutual understanding of roles, rights and responsibilities
- Team members who have mutual trust and respect
- A common purpose and clear direction
- Strong relationships with stakeholders outside the team.

- **TEAM COACHING PROCESS**

A PCS Team Coaching process will focus on 4 factors that help to turn good teams into great ones.

- **Individual Team Member Capability**

We will help each team member understand their strengths, gaps and optimum team role.

- **Team Relationships**

We will help the team appreciate the roles of other team members, establish ground rules for team behaviour with regard to communication, problem-solving and resolving differences, and clarify individual rights and responsibilities supported by a 'Team Charter'.

- **Team Processes and Operational Metrics**

We will help the team identify 'what a good team looks like'. We will then help the team analyse and evaluate measures of success, current team performance, how to make changes, focus on what is necessary, and establish relevant metrics to monitor performance.

- **Team Accountability to Achieve Success Measures**

We will help to align team members to a common purpose, and apply a process of accountability so that team members will be responsible for reporting back to the team on doing what they said they were going to do, analysing progress, and measuring what has been achieved against each specific goal.

- **METHODS**

Our methods use a range of coaching tools and techniques which we have learned, developed and implemented over the last 20 years. These tools will also be supplemented by 'roadmaps' and 'scorecards' to ensure that tangible progress is demonstrated to the business.

- **BENEFITS**

The benefits for the individual and the organisation are as follows:

- Personal goals are aligned with business goals
- Clear individual priorities are set on how to stretch performance
- Opportunities are defined on how to contribute more to the team
- Support is available to enable new goals to be achieved
- Better understanding is achieved on how to optimise team performance
- A 1-page team plan for success is created
- Key team members are enabled to pull together more effectively.