



## **“TEAM – BUILDING THE CULTURE” (2+ HOURS)**

**Audience:** As far as possible, whole team. Team Leaders are essential.

**Venue:** Highly desirable but not essential to be in suitable venue away from the workplace.

This program is designed to facilitate organisations and their team members in setting in place an effective cultural framework or ‘rules of the game’ for operating their organisation and relating to their customers and each other.

Without an agreed framework in terms of how a team will operate, misunderstandings and operational breakdowns will occur and recur. Most teams have a shared understanding of how the team operates but sometimes team members will not pass these on to new team members or will make up their own rules or interpretations for their own immediate benefit. Having these understandings written and formally adopted greatly reduces the chances of these misunderstandings and breakdowns occurring.

There may also be ‘unwritten rules’ some of which rules such as “don’t ‘dob’ in your mates” may be counter-productive to honesty and responsibility within the organisation. Having unwritten rules brought out into the open and questioned for validity and suitability and then either formally embraced or rejected can significantly strengthen an organisation.

The program starts with an activity and discussion as to why agreements or rules are necessary. The team then develops their own ‘team rules’, code of conduct, standards or agreements on responsibility, communication, punctuality, positive communication and relations etc.

After it has been run for the whole team, it can be re-run if there has been a significant influx of new team members. The previous standards can be reviewed and re-affirmed or revised as well as being added to.