

2004 Intranet content for commercial client: details changed to protect identity.

Words: 273

What are Optimum Performance Team Days?

A team may be as strong as its weakest link, but weak links are more often about poor group dynamics than the flaws of one team member.

Our human resources unit has a top track record in identifying and resolving team problems through its Optimum Performance Team Days (OPTD). Its client list includes . . . and many groups within the European region.

“Optimum Performance Team Days look at the current effectiveness of a team and where it wishes to be,” says OPTD facilitator John Smith. “Then we look at what needs to happen - what actions we can and are willing to take - to lift the team to its ideal.”

Typically, Optimum Performance Team Days run through a mini diagnostic to identify core issues. Members fill out a survey based around a seven-element model of high performing teams.

Facilitators then work with team leaders to structure an agenda of education and development exercises to resolve the team’s specific issues. It is a strong combination of “dialoguing and skilling”, says John.

Some groups prefer to run a full cultural diagnostic on their business, which is performed by our cultural diagnostic group.

John recalls one team that presented with “superficial congeniality”. Expert probing revealed dissatisfaction and a key member on the brink of quitting.

“It was a big revelation for the rest of the group,” he says. After some real dialogue about work pressures and clarifying goals, the team later reported a much happier work environment.”

“Sometimes our core for the day is bringing out the ‘undiscussables’ and sorting out the issues that are holding a team back.”

***Excelerate* - A Values-Led Initiative**

Take out your security pass. On the back you will find the values on which we base our growth and success. Soon you will receive a new values card. Why?

It's time for the next phase of our cultural change program - *Excelerate*. Our excellent progress shows we are ready to embrace a revised set of core values.

Since January 2005, the *Excelerate* program has orchestrated a series of successful, transformational workshops, team days, values-based policy and performed cultural diagnostics on business units. *Excelerate* will build on the fundamental shift inspired by these initiatives.

Research shows that we have successfully embedded the Customer Focus and Community Involvement values with outstanding results, says Jennifer Noteworthy, head of *Excelerate*.

This year, for the first time ever, we beat Acme Inc, the perennial star of the quarterly Roy Morgan Customer Satisfaction Survey. Our community focus raised \$5 million for the Tsunami Relief Fund, our volunteering program is thriving, and we launched our paternity program throughout the company.

"People know there are values in the organisation, but it's not an everyday language. We want to make values - and talking about values - more commonplace," says Jennifer.

"The new values card will be based on the words our staff chose in the recent Values Assessment Survey, so they resonate with our people and what we, as an organisation, are trying to become."

Managers will receive do-it-yourself values kits that show how to have more values-based conversations and make more values-based decisions.

These principles will become the touchstone for all our business. Our values-led company will speak, act and grow with the same vision, integrity and sense of oneness.

"We have to shift our processes, behaviours and mindsets in tandem before change can really stick within our organisation," says Jennifer.