

# ourbest

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TRANSFORMING HIGH PERFORMING  
INDIVIDUALS INTO A HIGH  
PERFORMANCE TEAM  
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**PROGRAMME  
OVERVIEW**

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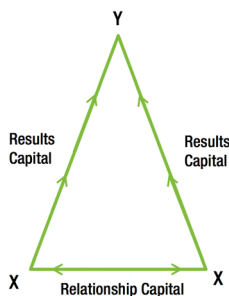
## TRANSFORMING HIGH PERFORMANCE INDIVIDUALS INTO A HIGH PERFORMANCE TEAM

### PROGRAMME OVERVIEW

As a leader in a modern organisation, you've no doubt been part of a team. Have you noticed that no matter the team or the organisation, the same limiting patterns keep showing up – blaming, isolation, working in silos, negativity, poor performance, unrealistic or unspoken expectations? You may have the best people with a range of different talents but if they just don't 'click', your results will be diminished.

We all have our own role in the team, our own deadlines and goals to achieve. In a team it can often feel like we are getting in each other's way – problems are bound to arise. We default to our own patches with little emphasis on helping to improve the whole system.

Our belief at the **human enterprise** is that great teams have a number of elements in common as shown below:



1. First, it starts with the “X” factor: your **Talent**.
2. Next, it's the relationships between people that count, not just how great individual talent is. This is called **Relationship Capital** (by Dr Carlos Raimundo).
3. Then it's agreeing on the “Y”, your **Team's Purpose**, mission and vision.

4. Then it's how well your team works together, the rituals, processes and action plans to achieve a result: your **Results Capital**.

*Our Best* through a variety of techniques and activities focuses on these four main themes.

#### The “X” Factor

We look at who's on your team, their talents and the unique perspective they bring to the team.

#### Relationship Capital

Then we look at how you are connecting as a team, and through various rituals begin to develop even higher levels of mutual trust and respect; the essential ingredients for high performance.

#### Your “Y”

Together we then get clear on your “Y” or series of little “y”s”. These are your Vision, or Mission, or Shared Team Purpose, or Accountabilities.

#### Results Capital

We then look at all the activities, processes and behaviours that are both helping AND getting in the way of achieving this and agree on combined Action Plans to gain total commitment to individual and team execution.

### HOW IS OUR BEST DIFFERENT?

*Our Best* is not just a talk fest. Whereas many approaches focus solely on relationships or solely on outcomes, *Our Best* sensitively balances both aspects of team success.

Although we may initially look at how everyone sees the relationship working in the team (through a variety of creative processes) this is not where we finish.

We believe people and their behaviour are a product of their environment, so we then introduce a variety of techniques that help foster greater mutual trust and respect, tapping into the individual and collective wisdom of the total team.

Then, rather than jumping off cliffs, or doing “trust falls”, as engaging as these exercises can be, we work on real business issues.

We start small, then proceed to your “show stoppers”. There is no team building event like the application of simple techniques to solving the team's everyday challenges and capitalising on current and future opportunities. We do real work together.

I had the opportunity of having Mitch facilitate at 3 workshops and the experiences were stimulating every time. His ability to get people to talk, open up and feel comfortable in expressing their thoughts is one of his greatest talents. My team and I have learnt and implemented practical strategies in running meetings, listening to each other, formulating joint goals & strategies and holding each other accountable in delivering action plans. There were visible and remarkable improvements in our team effectiveness and trust. I would like to thank Mitch for his energy and honesty. You have definitely exceeded my expectations of what I thought could be achieved through the process.

Serena Woon-Havryluk, Country General Manager, L'OREAL Luxe, ANZ

## FREQUENTLY ASKED QUESTIONS

### Is there prework involved?

Most of the time. We usually ask the team to fill out a small team survey based on the Lencioni Teams Model along with some other questions.

This gives us a baseline understanding of where individuals are coming from, gives participants a voice in the design of the programme, and also lets the team know we are serious. What gets measured, gets managed.

### What are the main methodologies used?

The key emphasis is about developing mutual respect and trust between all team members.

To do this we combine the trusted methodologies of Carlos Raimundo's Relationship Capital, Patrick Lencioni's The Five Dysfunctions of a Team, Dr Ichak Adizes' Synerteams™, and over 30 years of constantly tested techniques from the human enterprise.

### What are the Individual and Team Benefits?

- Understanding the unique contribution you make to the team and how to enhance it.
- Understanding why you often agree or disagree with other team members and how this is a good thing.
- Dramatically increase your ability and willingness to work with all team members.
- Provide techniques and rituals you can use with the team you lead, not just the team you are part of.
- Build an even stronger basis of mutual trust and respect

### What are the Organisational Benefits?

- Team members enhance their willingness and insights around collaborating across boundaries
- Leaders are able to operate at their peak and get the most from their team members
- Improved relationships and team effectiveness
- Better communication across the team
- Having the right people working on the right projects
- The energy around internal politics and self-serving behaviour is reduced, freeing up energy to focus on customer delight and results.
- Organisational results are accelerated

### Will the results be lasting?

Absolutely and it takes effort and discipline. If the team immediately apply their learnings and wholeheartedly embrace the rituals and processes covered, a higher level of mutual trust and respect will emerge.

This gives rise to a whole new level of commitment from the team to really work together to achieve amazing results.

### Who else has experienced Our Best?

Some of the organisations that have experienced *Our Best* include Unilever, Alcatel-Lucent, Man Investments, DHL Express, Anglicare, Mars, Hasbro, Suncorp, George Western Foods, Halyard Health, Jurlique, L'Oreal, SAP, Coca-Cola South Pacific, NSW Health and more.

### Who should attend?

All members of the team. It is also important to consider including any support people such as E.A.s who add enormously to a team's success.

### Is it really necessary to include the whole team?

It is recommended that all members of the team attend the programme. The effectiveness of the programme rests heavily on your ability to give everyone input into both the opportunities and challenges of the team.

### How is the Programme Structured?

The programme is typically held over two consecutive days. However, we can alter the timing according to your requirements.

Different clients have different needs and time frames. We have conducted the programme in many forms from a series of half day events up to 5 solid days and evenings of live-in workshops.

Because it's not an off-the-shelf programme, the design is structured around your unique needs.

Typically, however, there are 5 specific phases:

1. Taking a Brief
2. Programme Design
3. Pework
4. Programme Delivery
5. Programme Follow Up and Consolidation

### How much is it and what does my investment include?

Your fee will vary according to how many participants are involved. Facilitation costs also vary according to which consultant is delivering the programme.

For further information please contact the human enterprise on +61 (0)2 9905 5535 or [soul@thehumanenterprise.com.au](mailto:soul@thehumanenterprise.com.au)

I can't thank Paul and his team enough for their innovative and positive approach to the unique challenges that faced our team as we confronted one of the most overwhelming and deteriorating business years in nearly a decade. Morale was under tremendous pressure and we were struggling to understand how to build greater individual as well as team resilience and stamina. Paul - from the get go - focused on truly diagnosing the underlying problems we were facing and worked with our leadership team to design, refine and ultimately execute a pragmatic approach to help us work through the behavioural and cultural changes we needed to ignite.

Chris Johnston, Marketing Director, Coca-Cola South Pacific

## YOUR "RAVING FAN" GUARANTEE

While we believe our offer already represents excellent value, we also realise that it's still a big investment for your organisation. That's why we are committed to ensuring you walk away from this experience as a 'raving fan'. In fact, we're so confident that you will, we're prepared to guarantee the results.

If you don't become a "Raving Fan" of the programme and agree that *Our Best* has significantly transformed the team skills of your participants, we are promising a full credit for other services (less any out-of-pocket expenses). The only condition being that we ask the following of each of your participants:

1. That they enter into the spirit of the programme and actively participate.
2. They do the associated pre and post programme exercises or questionnaires.
3. That senior management are actively involved and support any follow up implementation initiatives.

But more than that, we will also come back and spend up to 1.5 hours with you to find out where it may have fallen short, what else you need and how it can be fixed. That's our promise to you.

## WHAT'S NEXT?

If you want to take your team to the next level contact us today. We'll have one of our consultants meet with you to discuss how *Our Best* can transform your high performing individuals into a high performance team. We really look forward to forging an amazing partnership.

**thehuman  
enterprise**

transforming leadership

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Thanks for the excellent workshop yesterday. It exceeded my expectations. The prework was obviously a value add in shaping the agenda and the content. As I fed back on the day the content, being grounded in theory, makes the strength of the program. Your personal style was equally important in shaping the success. Injecting deep knowledge and experience and having the capacity to call things frankly without members feeling threatened. Thanks so much and I am sure we will have the opportunity to work together in the future.

Elizabeth Koff, Secretary of Health, NSW Health

I wanted to take a moment to thank you for a tremendous workshop last week. Your enthusiasm and passion were some of the key ingredients to make it such a success. I think collectively as a group we broke down a lot of barriers that day.

Arjun Sarker, Vice President & General Manager, APAC, Halyard Health

NB: All roles and organisations are accurate for the time of testimonial provided