

TEAMING FOR QUALITY RESULTS

In an organization, system, process and people should be aligned to business objectives. People alignment is called teamwork. This seminar is aligning the team towards quality results through experiential learning”

Key focus

1. Pursue excellence through cooperative teams.
2. Break the departmentalized mentality for greater efficiency.
3. Instill team spirit and inculcate positive mental attitude.
4. Analyze team building skills and bridging the gap between staffs.
5. Identify the styles of communication that help create an environment in which efforts can happen.
6. Be an effective customer service orientated staff by follow- through your customer’s requirement.
7. Understand the meaning and benefits of quality.

Who will benefit

This course is suitable for all executives, head of departments, managers, project managers, strategy implementers and the top management of an organization.

Take The Next Step

Day one

1. Positive Mindset

Ice Breaking
Paradigm shift
Unbelievable performance
Movie: Who move my cheese?
Positive work attitude
Business challenge

0900-1030

Morning tea break

1030-1045

2. Team Formation

Team identity and song
Leadership profiling
Analyzing team task
Building relationship and trust
Managing team conflict

1045-1300

Lunch

1300-1400

3. Man-productivity

Roles and responsibilities
Value added works
PRIDE Model
Customers satisfaction
Quality, cost and productivity

1400-1530

Afternoon tea break

1530-1545

4. Team Dynamic

Mole Games
Survey : Loyalty
Blind Trail

1545-1700

Take The Next Step

Day two

5. Team Problem Solving

Operation case study
Workshop and presentation

0900-1030

Morning tea break

1030-1045

6. Team Synergy

Obstacles run
Reef knot exercise
Maintaining balance skills
Ensuring peak performance

1045-1300

Lunch

1300-1400

7. Team Communication

Effective communication
Barriers in communication
Aero- plain games
Interaction skills

1400-1530

Afternoon tea break

1530-1545

8. Action Plan

Team discussion
Team presentation
Evaluation

1545-1700

Take The Next Step