FIRST STEPS TRAINING & DEVELOPMENT

Team Development Services

Driving Force

Driving Force Facilitation

Team Charter

Team Focus

CLEAR ***DIRECTION***

Roles & Structure

EFFECTIVE RESOURCE ALLOCATION

- *System / Task Analysis*
- *Role Behavior Analysis*
- *Status Assessment*
- *Job Function Definition*

Leadership

- *Leadership Coaching*
- Performance Systems Analysis / Engineering
- Managing Commitment
- Focused Coaching & FeedBack

Processes

EFFECTIVE, EFFICIENT ACTION; EMPOWERMENT

- *Work Flow Analysis*
- Team Process Training
  - Effective Communication
  - Effective Meeting Mgt
  - Status Assessment
  - Plan Implementation Analysis
  - Project Management
  - Trouble Shooting Logic
  - Systematic Learning
  - *World-Class Service*

SUPPORT & ACCOUNTABILITY

Culture

- *Building a Team Culture*
- Mastering Communication Styles
- *Facilitation to Establish Team Norms/Run Rules*
- *Absolute Safety, 365*
- Managing Commitment
- Skillful Dialogue

FOCUSED COMMITMENT TO TEAM RESULTS

KEY

- Normal Typeface = Workshops
- *Italic Typeface = Facilitated Process*

Copyright © 2009 First Steps Training and Development. All rights reserved.
601/ 992-9337 800/ 211-0871
www.FirstStepsTraining.com