



*"When a team outgrows individual performance and learns team confidence, excellence becomes a reality"*

*Joe Paterno*



## What is the purpose of the Team Shift process?

When teams have internal conflict and are battling to function cohesively, this process can assist with creating a safe and constructive environment for authentic conversations, aimed at addressing key issues so that all parties can commit to moving forward. Each member is challenged with direct feedback in the clearest most constructive manner that still upholds one another's dignity. The team is encouraged to investigate and correct behaviours that are not conducive to effective collaboration. There is also a strong drive to facilitate the team committing to a new 'behaviour code of conduct'.

## What is the methodology behind the 3-day Team Shift process?

- A cognitive behavioural approach is employed by highly experienced practitioners adept at understanding interpersonal and team dynamics and drawing on different techniques in line with each team's specific needs.
- On the first day, a brief needs assessment will be done as well as a short introduction to some of the theory so that the team has a common language. The team members will be given the recipe to follow when giving constructive feedback, so as to ensure that personal dignity is upheld.
- The second day typically commences with a peer review, where authentic feedback and conversations are encouraged. During this step it often necessary for the team to reframe / rethink the way they view the team, themselves and at times the leader's role. This change can be quite difficult and hard work, however it is highly effective in terms of helping the team shift and make the turn towards healthier functioning.
- The third day involves formulating a new behavioural code of conduct. The team uses practical action statements to describe their desired behaviour which increases the probability of the change being sustained.



## What makes this team process different?

- There is a strong focus on helping the team to learn to do things differently
- Real issues are made a priority, and not avoided due to discomfort
- Direct feedback is used to encourage authentic conversations
- A deep psychological mind-shift can be facilitated if/when necessary
- Past conflicts are dealt with effectively and quickly; and permanently put to rest.

## Healthy Teams ...

- Not only respect differences, but utilise them
- Rely on peer management as apposed to waiting for performance management
- Provide energy and creative space for individual talents to thrive.
- Can seriously put ego's aside
- Know the antidote to corporate politics
- Know how to prevent team splits
- Use humour to remain energised
- Are self-motivating
- Have authentic conversations as a group, not only one-on-one
- Challenges themselves

