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russell consulting

Facilitating Great Team Performance

RCI Services to Enable Teams and Work
Groups to Achieve Peak Performance



A Consulting Service of RCI

Achieve and Sustain Team Performance

Help Your Group Become a High Performance Team

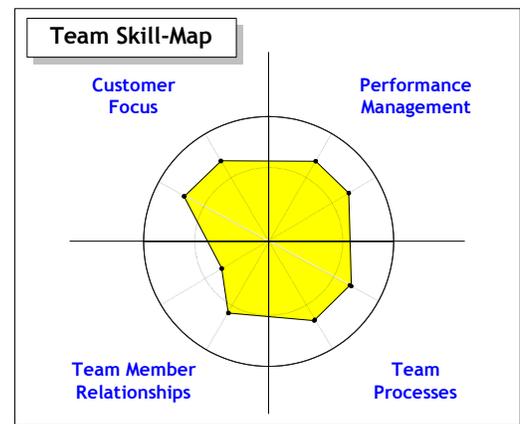
For most organizations, teams are the backbone of quality and performance. Even in organizations where people largely work on their own, the existence or absence of teamwork within and across work areas makes all the difference. Great performance in organizations is often only possible when people discover the richness of experience, diversity of thought, and variety of perspective that is deeply buried in true teamwork.

The emergence of a “team” from the interactions of a “group,” however, rarely happens by accident. Russell Consulting, Inc. (RCI) can help your group find its way toward teamwork and sustained great performance. Whether the group is a leadership team, a production unit, a special project team, a task force, or a cross-functional decision making group, RCI can help transform your group into the high-performance team that it needs to be.

RCI’s Team Facilitation Services

RCI team facilitation services help provide a framework for groups to understand and effectively respond to the obstacles interfering with their working effectively together as a team. RCI’s three-phase process of team facilitation — assessment, intervention, and development — will guide your group to becoming a team and enable it to achieve and sustain great performance.

Assessment — The first step RCI takes is to help the group to understand where it is now, where it wants to go, what stands in its way, and how it can move ahead toward its goals. RCI assists groups in conducting an assessment through member interviews and written surveys. The interviews and surveys lead to the creation of the **Team Skill-Map™** — an innovative group diagnostic tool developed by RCI that defines the group’s current reality and identifies key challenges on its path into a more successful future.



Intervention — RCI’s second step in its team facilitation process involves presenting the Team Skill-Map™ and helping group members understand and respond to the group’s strengths and weaknesses. The **Team Skill-**

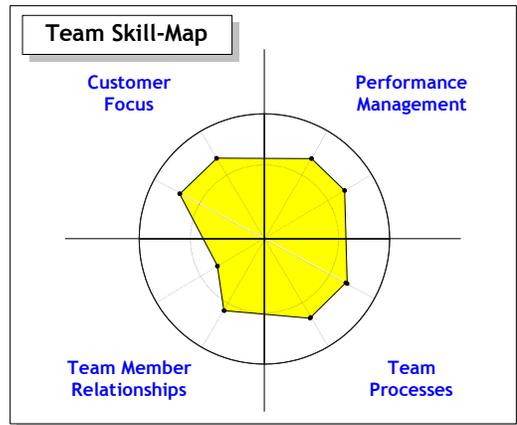
Map™ focuses the group's discussion and leads to the creation of an action plan to lead the group into teamwork.

Development — The third (and most diverse) phase of RCI team facilitation services includes an array of group-specific development strategies, each of which RCI builds around the needs and expectations of the group and its special set of strengths and weaknesses. The Team Skill-Map™ helps guide the group into one or more of the following RCI team development services:

- ❑ **Team Vision and Values** — A team needs to clearly identify its reason for being and the values that should guide it along its path towards great performance. RCI can assist groups in developing a shared vision, defining or redefining a team charter, negotiating the team's authority within an organization, and developing a strong and supportive performance-focused culture on the team.
- ❑ **Team Problem Solving** — Teams exist in organizations to solve problems. Even when the ultimate goal is great performance, the team's work involves identifying challenges, exploring solutions, making decisions, and implementing its plans. For this team facilitation service, RCI leads groups in developing processes for team problem solving that will carry the group into sustainable great performance.
- ❑ **Team Self-Management** — The highest level of team performance occurs when groups develop the capacity for self-management — where the team takes on both the authority and the responsibility for defining and achieving its unique contribution to its customers and the organization.
- ❑ **Team Performance and Accountability** — The fundamental purpose of every team is to help the organization reach its goals. Performance — creating valued outcomes for customers and the organization — is the point of teams. RCI helps teams to develop and maintain processes for achieving great performance, tracking outcomes, and making improvements. RCI helps ensure that teams never lose sight of their performance and accountability goals.

RCI's Team Skill-Map™ — An Assessment Tool for Teams

Begin improving your teams by requesting your **FREE** copy of RCI's **Team Skill-Map™ Assessment Survey**. RCI can assist you in exploring ways to help your groups become high performance teams. RCI has team-based solutions to the challenges facing your teams.



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