

## FACILITATION

# Team Building Facilitation

Customized team building is ideal for a management team or work group that...

1. is newly formed (or-reformed)
2. has a brand new leader
3. has been experiencing conflict or a decrease in effectiveness
4. just wants to become even more effective

Fulcrum will design and facilitate a session for your group to address specific team challenges and opportunities. Typically our clients call on us to help a team increase its capacity to achieve results by developing elements such as:

- Team mission and vision
- Key performance benchmarks
- Clear roles and responsibilities among members
- Agreed-upon behavior guidelines
- Productive work processes and decision-making procedures
- Alignment with the direction and priorities of the wider organization
- Group cohesion and motivation

Issues around leadership, communications or trust may also need to be addressed, as appropriate. Our facilitator first meets with the manager or team leader to scope the team's history, current challenges and the outcomes desired from team building.

On occasion, we may recommend that group members complete a team assessment questionnaire in advance. When the issues are particularly sensitive and relations within the team are tense, we will opt to conduct one-on-one diagnostic interviews with each team member.

Based on input we gather from the leader and the team (and, occasionally, from others not in the team), we customize a 1-2 day team building retreat that will focus laser like on the team's highest indicated priorities. Further team building may, in some cases, be required but only if the team elects to engage in it.

### SPECIAL FEATURE:

Our team-building service normally incorporates the powerful team process tool, the Teamwork Palette® into the event. This tool helps your team deal quickly and effectively with human dynamics issues that can otherwise slow you down and, in some cases, prevent you from achieving your team goals. Using the Palette is a perfect way to sustain your team's effectiveness long after your team-building retreat is over.



*"We returned from our session with a clearer focus of our goals and responsibilities. The level of trust and comfort has vastly improved. Discussions are now more open and our time together is much more productive."*

Jim Baston Vice President, Service Centre & Product Sales,  
Ainsworth



**SAMPLE OF OVER 250 CLIENTS SERVED:**

American Institute of Certified Public Accounts  
Art Gallery of Ontario  
Bell Canada)  
Burger King  
California Institute of Mental Health  
Carfax  
Caribbean Tourism Organization  
City of Toronto  
Continental Airlines  
The Federal Judicial Center  
Hewlett-Packard  
Honeywell  
Hunton & Williams (law firm)  
Lockheed-Martin  
National Association of Convenience Stores  
North York Branson Hospital  
Royal Bank of Canada  
Sunkist Growers  
Zurich Insurance

Fulcrum Associates is a leadership development firm dedicated to helping our clients leverage the talents of their managers and teams for significantly superior results.

Fulcrum offers facilitation services and executive coaching that help managers—mid-level to executive—generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Fulcrum Associates was founded in 1988. We are headquartered in Northern Virginia, with a presence in Toronto. Over three decades we have worked extensively with clients on both sides of the border. These include organizations from the corporate, public, and not-for-profit sectors, as well as associations.



IAN COOK, MILR, CSP IS A SEASONED PRESENTER, GROUP FACILITATOR, AND LEADERSHIP COACH.

His leadership coaching addresses the so-called *outer game* of leaders' behaviors, decisions, and competencies as well as their *inner game* of assumptions, beliefs, and ingrained thought patterns that ultimately determine their success.

Ian facilitates team building for leadership teams, limited life teams, and whole department events.

He is the author of: *Would They Call You Their Best Boss Ever? Practical Tips and Insights for the Successful Manager*

Ian began his independent practice in 1988, following seventeen years of corporate experience in both the high tech manufacturing and transportation industries.

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