



TEAM DEVELOPMENT



The Hayes Group team development process leads “groups” to work together as “teams” through identification of teamwork barriers, discussion and action planning, and realization of different styles of team members.

The primary outcome of the Hayes team development process is an organization that is more effective in carrying out its mission and in turn more successful in accomplishing its bottom line results. More specifically, the following will occur:

- Better planning (identification of goals and objectives and organizational alignment)
- Greater teamwork (how do we help each other)
- More skilled managers – especially in “managing people”, decision making and relationship management
- Improved communication – organizational and interpersonal
- Resolution of issues and barriers to teamwork through specific action items

- Greater understanding of style differences (and importance of style diversity within teams)

The Planning and Team Development Session(s)

Hayes customizes each Planning and Team Development Session according to the needs of the organization. These needs as well as an overall cultural assessment are determined as part of a research and needs assessment before the off-site team development session.

Typically the team development sessions are one to two day off-site sessions – concentrating on outcomes that can be immediately applied to the participants’ work environment.

Hayes consultants typically start the Team Development session with a hands-on team development exercise, called “The Jungle Escape”. This exercise emphasizes characteristics of successful teams.

Using the DISC Behavioral Styles survey, each team member is given an individual assessment of his or her behavioral style. An explanation of how the style relates to teamwork, to the overall organization, and to communication with other styles. Participants see how they utilize their individual styles as they progress through the issues and barriers section of the agenda.

The Team Development session uses issues identified during the research process to help team members realize what barriers exist in the organization and to provide solutions to these barriers. Hayes consultants serve as facilitators to this discussion.

Hayes provides a summary report to the client outlining action plans and its general findings and recommendations. A follow-up meeting, usually 3 to 4 months after the session, helps ensure that the actions are being implemented and helps resolve any further teamwork issues.

Hayes Background

The Hayes Group International has worked with over 100 organizations in providing team development. Hayes' team development sessions have been conducted worldwide for such organizations as: (list here)

ABB POWER T&D COMPANY, INC.
ARIZONA STATE UNIVERSITY
BANK OF AMERICA
DARDEN RESTAURANTS, INC.
DELTA, plc
ELCOM, INC.
FAIRCHILD INDUSTRIES
GKN AUTOMOTIVE, INC.
INTERNATIONAL PAPER COMPANY
MOBIL OIL EUROPE & AFRICA LIMITED
PLASTI-LINE, INC.
RJR-JTI
WAKE FOREST UNIVERSITY MEDICAL SCHOOL
WESTINGHOUSE/BNFL
THE M-K CORPORATION
YAZAKI NORTH AMERICA, INC.

Hayes brings vast knowledge and experience in organizational development and teamwork, including:

- Over 25 years experience in successfully helping the senior leadership of companies unify their teams in a strategic direction and work effectively together.
- The dedication to work with the client to help meet their specific needs and goals.
- Expertise in assessing and helping managers and supervisors with practical, results-driven leadership plans.

PROCESS OVERVIEW

1. **Field Research and Needs Assessment.** A Hayes Consultant(s) conducts individual in-depth patterned interviews with team members. The purpose of the interviews is to gather data anonymously and compile the data to be used during the *Planning and Team Development Session*. An example question is, "What do you perceive to be the barriers to success?"
2. **Behavioral Style (DISC) Survey Completion.** Each team member, prior to the *Planning & Team Development Session* receives information on

completing the *Behavioral Style Survey*. Individual reports from the survey are given to each team member at the *Planning & Team Development Session*. In addition, the entire team's styles are shared with the entire group. Information from these reports is key in helping participants understand one another and how to better interact and communicate effectively as a team

3. **Planning & Team Development Seminar.** The Hayes leaders facilitate the team as they work to:

- Identify and clarify the Mission, Goals, and Objectives of the department/organization
- Identify and prioritize specific barriers to achieving these goals and objectives
- Identify specific action plans and processes for resolving issues
- Learn about themselves and how they can best communicate as a team and with their own direct reports
- Identify needs that can be addressed by coaching and on-going training.

4. **Individual Follow-up and Coaching (optional).** Often a Hayes facilitator meets one-on-

one with team members to provide coaching allowing the leader to develop his or her own action plan. Interactions observed during the group dynamics of the *Planning & Team Development Session* are integrated into the discussion.

5. **Summary Report.** All data gathered in the *Planning & Team Development Session* is processed into a written *Summary Report*. This report includes summary of the process and all findings; action items; and recommendations.

Often, Hayes recommends interventions to help meet the identified organization needs – training, coaching, etc.