Facilitator Introduction

Welcome and Workshop Overview

Welcome Natural Work Team to the beginning of their training program.

Show the overhead Welcome (Slide #2),

Review the roles of:
- Team Leader: co-facilitator, and team coach
- Facilitator: guide, coach, trainer
- Participant: Natural work team members

Review NWT Development Objectives (Slide #3)

Introduce the Program Norms: (Slide #4)
- Informal & Interactive
- Maintain and enhance self-esteem – from DDI training
- Listen to understand, respond with empathy – from DDI training
- Avoid nitpicking
- Ask for help & encourage involvement – from DDI training
- Be prompt & prepared
- Have Fun!

Make the following point:
The norms set the way the program will be conducted and how participants are expected to perform. We will exhibit and model these norms, for these are expectations of us and for our team members.

Ask for and answer any questions.
Group Activity

Group Introductions
Participate in Ice Breaker/Group Interaction activity (Slide #5)
- More for the Facilitator than for the Team
- Koosh round-robin – Name, thank-you, you’re welcome.

Group Activity

Introduction of Natural Work Teams.

Show the overhead, Why Teams (Slide #6) and introduce group activity.

Make the following points:
- You all have worked in groups and you have an idea what the advantages of teamworking are, and also what the disadvantages are.
- Working as a group, and drawing on your own experience prepare two lists – one for advantages, one for disadvantages.
- You have ten minutes to do this, spend five minutes on each list.

Call time on the activity and return to the general session.

Group Discussion

Debrief

Ask individuals from groups to share advantages/disadvantages their team came up with.

Write responses on a flipchart (Advantages/Disadvantages)

Post the advantages/disadvantages lists side by side.
Comment that “You can see that there are both advantages and disadvantages to teamwork. Teams are not the answer to all problems. On the other hand, properly used they can be a source of great benefit to an organization.”

Interactive Presentation

Show the overhead, *Natural Work Team - Definition.* (Slide #7)

Comment that:

- Let’s look at how we can define a Natural Work Team:
  - Show first bullet: “A group of people working together to a common purpose,”
- There are two key parts to this definition
- The first part:
  - ‘A group of people working together’ means teams need to have methods of handling people in them, of communicating, of keeping people together, of motivating them.
  - So all teams have people aspects
- The second part, ‘to a common purpose, product or function’ suggests clarity of goals and objectives. Something to which everyone is committed. This is the task aspect of teams. We can expand that by also including…
  - Show second bullet: “to improve performance and individual skills through their collective skills & experience.”
  - SO in all teams we need to take account for both task and people aspects.
Show the overhead, *Benefits of a NWT* (Slide #8)

Reference back to participant’s ideas on “Advantages of Teams.” If applicable.

Show the overhead, *What a NWT should look like*… (Slide #9)

Ask participants to close their eyes and visualize their workplace as you read the bullet items.

Show the overhead, *How do we get there*… (Slide #10)

Show the overhead, *SUPPORT*… (Slide #11)
  - Discuss the full-organizational support

Show the overhead, *RMW Team Structure* (Slide #12)
  - Talk through the team structure, show NWT where they are on the chart

Show the overhead, *Team Purpose* (Slide #13)
  - Explain each team’s purpose...including the NWTs.

Ask for and answer any questions.

5 MINUTES

BREAK
Interactive Presentation

NWT Key Metrics

Make the following point:

- A team needs to have task aspects as well as people aspects. Meaning, a team need something to do…otherwise its just a crowd.

Show the overhead, *NWT Key Metrics* (Slide #14)
- Describe briefly each Key Metric for the NWT.
- Indicate that the NWT will be learning more in up coming sessions and will receive their Key Metric Goals after initial training.

Ask the group: “How are we going to set you, as a NWT up for success?”
Answer “with very specific team training.”

Communicate the Team Development Program

Show the overhead, *Natural Work Team-Training* (Slide #15)
- Introduce the two-fold program, Team Development & Team Skills.
- Focusing both on the People aspects and the Task aspects.

- Explain the team evolution process
- Training: What they’re in right now.
- Implementation: Working on their team’s Key Metrics, learning problem solving techniques (8-D).
- Maintenance: Continue to work on fine tuning their Key Metrics, evolving as a team function
• Transfer of Leadership: Increased responsibilities move to becoming the team’s responsibility. (depending on the team’s maturity)

Make the following points:
• This type of program has been implemented in manufacturing facilities across the country.
• The NWT implementation will take commitment and dedication from all involved.
• It is not an overnight process…
• We have developed a program to set our employees ‘up for success’

Show the overhead, *Initial Training* (Slide #18)

Show the overhead, *Implementation – Team Mtgs.* (Slide #19)

**Group Activity**

**Team Member Expectations**

Show the overhead, *What specific behaviors…* (Slide #20)

Review the exercise and its objectives. Assign breakout areas if used.
• Ask teams to review the handout “Team Member Expectations” and mark the behaviors that will answer the question.
• Group has 5 minutes to answer the question.

Call time on the activity and return to larger group.
Group Discussion

Debrief

Ask individuals from groups to share the answers their team came up with.

Write responses on a flipchart “Team Member Expectations”

Share with group that we are building the “Team Member Expectations” list.

Group Activity

Create Team Name & Charter (Slide #21)

Distribute the handout, “A Guide to Writing Your Team’s Charter”

Show the overhead, Criteria for Effective Charter Statements (Slide #22)

Lead group through completing page #6, of handout, “Team Purpose Worksheet.”

Indicate to team that they will be finalizing their Team Charter during a future session.

Begin brainstorming names for the NWT.

- Indicate that the team names need to have purpose, and be appropriate for the workplace.
- Team names need to be agreed upon by all team members.
Conclusion

Show the overhead, Post Session… (Slide #23)

Confirm for team next training session, time/date/location.

NOTES: