

HR TEAM IDENTITY DAY

A one-day workshop

'Team identity' is an umbrella term that describes a team in terms of its vision, purpose, values, objectives and approach; in fact, everything that makes it unique. It brings a shared sense of what is important and what the team wants to achieve together. Building a team identity is an important step in enhancing commitment, trust, synergy and collaboration within the team.

This workshop provides an opportunity for your team to work together as 'one HR team' and begin the journey of creating a team identity. It enables participants to reflect on where the team has been, where it is going and how the team is perceived by the business. The workshop highlights existing strengths within the team, builds on and reinforces other initiatives being undertaken and supports the team in identifying practical steps that will help improve team effectiveness, create a team charter and enhance the value HR adds.

Underpinning the event is an analysis of how effectively the team is currently working together. This is typically achieved through the completion of a Team Effectiveness Survey before the event or a SWOT analysis on the day. If the survey is used, participants are asked to complete the survey before the training day and the feedback is collated by us and anonymised before being fed back on the day. It provides insight into ten key elements of teamwork and asks participants to respond to a series of open questions designed to get a view of team strengths and weaknesses as well as identifying what participants value about working within the team, what they find frustrating, and their ideas for improving team effectiveness. The questions can be tailored to individual client requirements.

Key outcomes for the day typically include a draft 'Team Charter' in the form of vision and mission statements, work on establishing a common approach and / or values and an action plan designed to build on the success of the team and enhance its effectiveness.

LEARNING OBJECTIVES

Our HR team identity days are always tailored to the needs of the client organisation and deliver not so much 'learning' as 'programme' outcomes. Depending on the requirements of the team, these can include:

- A greater sense of team spirit
- A clearer focus
- Fresh impetus behind the vision and mission
- An agreed set of next steps

FORMAT

A very participative day, tailored to the needs of the particular group. This usually means a facilitated workshop rather than a formal training session. The format, agenda and approximate timetable for the day are agreed on a bespoke basis with each client organisation. The event can be adapted to suit teams of varying sizes and elements successfully incorporated into a team conference format with additional facilitated activities and team development activities as appropriate.

AUDIENCE

For most organisations, it is important that the entire HR team attends and actively participates.

SPECIAL FEATURE

This is a very fluid programme. The outline below is intended as a starting point for a conversation with the expert trainer / facilitator, not as a final agenda.

EXPERT TRAINER

This programme was designed and is delivered by Rosanne Bernard, our lead trainer in this area. See her profile below.

FEEDBACK

See what participants have said about our 'HR team identity' workshops:

'A great programme to allow reflection and the opportunity to re-group.'

'Structured and well presented.'

'Liked the pace and structure.'

'Good at providing focus on adding value and determining your vision.'

'Good way to analyse current approach and establish how we can change and improve.'

'Very informative – eye opener.'

'Encourages the mind to think differently, was innovative and creative way to think about creating a mission statement and vision.'

'Excellent discussion based event, forward focused.'

'Great facilitator, teased things out of the group, fostered good working relationship.'

'Excellent and knowledgeable facilitator.'

'Kept us on track and under control. A great pace and structure.'

'It brought the group together as a team.'

'Course delivery was well judged to suit the personalities of the attendees.'

'This course brings teams together and gives them the chance to take stock and see how they want to be different.'

'Great event to engage a full and varied team.'

'Great way to bond / find out more about fellow team members and ensure we are all on the same page re our vision for HR.'

'A good selection of activities to challenge thinking within the group.'

'Good for team building and morale.'

'Good to use an outside facilitator & helps all team focus on the issues.'

'Fantastic, raised some great questions around process improvements, knowledge, team work positions and understandings. A clear team objective moving forward for a future 2016 and 2017 with a common goal!'

'Rosanne really understood the aim for us as a team and kept us on track throughout the day.'

Any questions? Just give **Helen Nuttall** a call on **01582 714280** for a no-obligation discussion about running this workshop for your organisation on an in-house basis, or visit www.maximumperformance.co.uk for more details.

WORKSHOP OUTLINE

- 1** Introductions / scene setting
 - Why are we here? What do we all want to achieve?
 - What will be important to ensure we get the most from the day?
- 2** Understanding team identity
 - What is a team identity?
 - What are the benefits of establishing a 'Team Charter'?
 - Exploring what makes a team. The importance of a common purpose, performance objectives and approach. Application to your team.
- 3** Your team
 - In what way we do we operate as one team now?
 - What examples do we have of working well together? Challenges?
 - Team Effectiveness Survey feedback (if done as 'pre-work') or SWOT analysis
 - Ideas, insights and actions to enhance team effectiveness
- 4** Team perception
 - The importance of perception
 - How do others perceive us? How does the business perceive us? Linked to any internal measures such as customers surveys, feedback given, etc.
 - How is this similar to, or different from, how we perceive ourselves?
 - How do we see ourselves in the future?
- 5** Added value
 - What do we mean by added value?
 - What do we do already that adds value?
 - What do we spend time and energy doing that doesn't add value?
 - Are we focusing on the right things? How can we improve the value we add?
 - The need for continuous improvement. Aggregation of marginal gains.
- 6** Developing a team identity / team charter
 - What is a team vision?
 - Creative exercise in developing a team vision and vision statement.
 - Understanding our team purpose. Ultimately, why does our team exist?
- Developing a mission statement (optional)
 - Determining how we want to work together. What values and behaviours are important to us? (optional)
 - Actions: What will we start, continue and stop doing?
- 7** Closing the gap
 - How clear are we on the vision for our team?
 - Where are we now in relation to this vision, on a scale of 1-10?
 - What are the next steps / actions we will take?
 - What will help or hinder us? Forcefield analysis approach
 - What will we do to strengthen the helping forces and minimise the hindering forces?
 - Identifying resources and support
- 8** Action planning
 - Having FUN = Follow Up Now!
 - How will we keep this on the radar?
 - What are our individual commitments to the team?

LEAD TRAINER / CONSULTANT PROFILE

ROSANNE BERNARD



Rosanne is an experienced trainer, facilitator and coach with substantial experience gained in both the public and private sectors. She worked for many years as a generalist HR Business Partner and has experience working at a senior level formulating and implementing HR strategy and policies. In addition, she has extensive experience advising and supporting managers with the full range of HR responsibilities, including recruitment, employee and industrial relations issues.

Rosanne also has extensive experience working as a learning and development consultant, trainer and coach. She now runs her own consultancy practice and brings enthusiasm, pragmatism and a real understanding of the challenges facing organisations today.

KEY AREAS OF EXPERTISE

Rosanne's work focuses on:

- training (in the areas of HR skills, management development, skills training and train-the-trainer)
- building high performance teams
- one-to-one coaching
- expert facilitation (of meetings, workshops, strategy development days, etc)

Rosanne is passionate about helping organisations and individuals reach their full potential. She has substantial experience of training and development at all stages, including training needs analysis, designing and delivering training interventions and training evaluation against business outcomes and performance.

CAREER HIGHLIGHTS

Before starting her own consultancy practice in 2002, Rosanne had HR roles at Bedfordshire County Council, British Waterways and, for ten years, at Kodak, where as an HR business partner within a senior management team she provided a comprehensive range of HR services at a strategic and operational level to over 700 employees. This generalist role encompassed resourcing, compensation, industrial relations and employee relations. Rosanne then moved into Kodak's management consultancy service where she designed and delivered management and personal development programmes, facilitated team meetings and events, and coached teams and individuals to maximise their performance.

FEEDBACK

Rosanne gets outstanding feedback from workshop participants, as the following comments show:

'Fantastic! Extremely helpful and very knowledgeable.'

'Rosanne's presentation and knowledge were brilliant.'

'Excellent course in terms of content, right balance of theory and practical sessions. Rosanne made us feel extremely relaxed and gave feedback to help us learn from the practical sessions.'

'I don't think I've ever had such a good day's training – very relevant, good information and the trainer was very good.'

'A lot of information was absorbed. I've not had SO MUCH FUN on any previous course.'

'Excellent facilitator. Can draw the audience and get the best out of them.'

'I think that this is the most useful and enjoyable course I have attended so far, not only in content but also in presentation.'

'Thoroughly enjoyable and highly relevant throughout. Very professionally prepared and presented. Thank you.'

'Really fun, very informative, lots of great ideas.'

'Excellent trainer, very motivating, clear, concise and approachable. A great day's course.'

'Very inclusive, very clear, very informative!'

'Relaxed style and a lot of knowledge.'

'Knowledgeable and wealth of experience means she is able to effectively advise on all HR situations.'

'Confident professional delivery.'

'Very worthwhile course would highly recommend it to all supervisors/managers.'

'Excellent course, valuable info gained and delivered a comfortable pace, especially considering I have had no previous investigation training.'

'Great refresher that all supervisors should attend.'

'A very worthwhile course.'

'Very credible. Rosanne knows her stuff and holds the attention of the group well. Thoroughly enjoyed the day - thanks!'

'Energetic, experienced, knowledgeable.'

'Very knowledgeable. Prepared to listen and adapt. Well presented.'

'Rosanne was really good, I like the way she delivered the training.'

'It brought the group together as a team.'

'Great at identifying shortcomings, positive and negatives.'

'A great programme to allow reflection and the opportunity to re-group.'

'Excellent discussion based event, forward focused.'

'Great facilitator.'

'Excellent and knowledgeable facilitator.'

'Very professional, concise relevant, held my attention all day!!!!'

'Vast knowledge and willing to listen and answer all questions.'

'Excellent, knowledgeable and kept us all on track.'

'Unflappable trainer. Great, would recommend.'

'Great! Well prepared. Asked questions and got delegates to break down their explanations to find out what exactly was required for actions moving forward. Engaging and inviting. Had fantastic conversations at lunch and felt she gave more than just her training tasks. Thank you!'

'Friendly, knowledgeable, fun!'

QUALIFICATIONS, TRAINING AND PROFESSIONAL MEMBERSHIPS

- Fellow of the Chartered Institute of Personnel and Development
- Post-Graduate Diploma in Personnel Management
- Business Practitioner in NLP
- Qualified coach through the Coaches Training Institute
- Qualified to use a number of psychometric instruments, such as OPQ, MBTI Step 1 and 2, WAVE, FACET 5, TMSDI, Mental Toughness (MTQ 48), etc
- Solutions Focus Practitioner