



Customer Centered Consulting Group, Inc.

BUILDING EFFECTIVE TEAMS

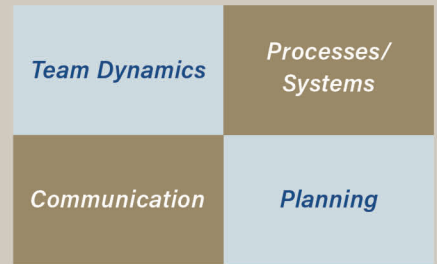
Overview Building an effective team is not an easy task! Less than 10% of all organizations ever reach the pinnacle of great teamwork. You can think of sports teams that were full of superstars, but never won the ultimate game in their sport. They lacked the ability to work together as a team. CCCG's "Building Effective Teams" program will help any organization improve the way the individuals and departments work together to meet the goals of the overall organization. Prior to the event, CCCG will meet with you to identify your current challenges and objectives for your team. The agenda will be customized, but could include items from the sample agenda below.



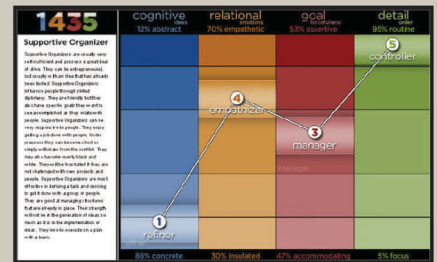
Sample Agenda

1. Introductions / Ice breaker
2. Core Values / Mission Statements / Why do we exist?
3. Creating a Successful Team Training
4. "Styles of Influence" (SOI) - Review of team results
5. Individual SOI Survey Discussions
6. Communication Skills Training
7. Teambuilding Exercises (2-3)
8. Conflict Resolution Training
9. Team Objectives / Goal Setting
10. Practical Strategies / Action Items
11. Bring it together - Overall Game Plan Creation

Four Core Areas



Know yourself:
*Maximize strengths,
Minimize blind spots*



Know your Team:
*See dynamics,
strengths and weaknesses*

