

Understanding Self and Team Using MBTI to improve team effectiveness

In order for a management team to understand how it works it must first understand how the individuals within that group work.

Based on their MBTI psychometric profiles the delegates will look at where they fit into the team dynamic and the key important elements that they contribute. The feedback on this workshop will include understanding others and how to work with them to get the best out of them.

The second part of this workshop will include a SWOT analysis of the group. The SWOT analysis, based on the findings of the psychometric profiling will look at areas of the team that work well and areas that can be improved.

This analysis will result in an action plan for improving

- Team Dynamics
- Self- awareness
- Impact on others
- Communication skills at all levels

Outcomes

- Feedback results on MBTI to demonstrate how the team make decisions
- Identify ways to improve communication.
- Improve weaknesses, capitalise on opportunities and leverage strengths

There will be an additional cost per delegate for the MBTI assessments.

Christopher M Smith D.Hyp MHF GQHP L.C.H Dip



Chris Smith has been listed as one of the Daily Telegraph's Top 10 Development Gurus. He is a London based professional coach, trainer and Master Practitioner of Neuro Linguistic Programming (NLP), with clinics in Harley Street.

8 years ago, Chris has built an enviable reputation as a talented coach, who is passionate about helping people to make amazing changes in their lives. His corporate clients have included: - Bank of Scotland, HIFX Plc, MBNA, Swarovski and Time Warner. Chris has also worked with a number of high profile actors, musicians, business gurus and celebrities.

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SWOT - Model

- S** – Strengths
- W** – Weaknesses
- O** – Opportunities
- T** – Threats

Value based Management

Everybody has values. What are they? Think of them as guiding principles to individuals and organisations. Core values are the ones that motivate employees the most and quite often they can sit outside of conscious awareness. This workshop will look at eliciting both the group and the individual's values with a view to bringing them into alignment.



A value is intangible. Ask a client what is important to them in life and they say "money" for example, money itself is not the value. What money gives them or does for them is the actual value. Examples of core business values may include

Dignity	Openness	Thrift
Diversity	Partnership	Transparency
Empowerment	Passion	Truth
Excellence	Performance	Uniqueness

Delegates will also be involved in an individual values elicitation exercise which will include a self scoring questionnaire followed by a group discussion. Values are established in an order of preference and show in a Values Ordering Matrix as seen below.

Item	Value	Comparison								Total Points	
		2	3	4	5	6	7	8	9		10
1	SERVICE	②	③	①	⑤	⑥	①	①	⑦	⑩	3
2	OPENNESS		②	②	②	②	②	⑧	⑨	⑩	6
3	TEAM WORK			③	⑤	⑥	⑦	⑧	⑨	⑩	2
4	FUN				④	⑥	⑦	⑧	⑨	⑩	1
5	CREATIVITY					⑥	⑦	⑤	⑩	4	
6	FLEXIBILITY						⑥	⑥	⑩	7	
7	PROFESSIONALISM							⑦	⑦	⑩	5
8	ACCOUNTABILITY								⑨	⑩	3
9	SUPPORT									⑩	5
10	GROWTH										9

This is a great tool to identify existing or potential conflicts in the working environment. When you understand what is *really* important to your team members it is often much easier to work on strategies to help motivate, support and challenge them.

The same framework can also be used to help establish actions plans when there are several conflicting priorities or projects that need to be dealt with.

Outcomes for Session 3

- Elicit individual values of SM team members
- Establish gaps and synergies with group values
- Analyse individual competencies
- Agree action plans to drive improvements for individuals

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Communication and Influence

This final workshop is designed to give delegates some key communication and interpersonal tools to take away with them into the workplace and communicate what has been learnt.

Johari Window

Delegates will be introduced to Johari's window a tools to help individuals understand their interpersonal styles. The tool incorporates a series of questions which give directors the opportunity to understand the impact they have on others and themselves. An example of the Johari window can be seen to the right with the four 'rooms' of self awareness and communication.

		Known to self	Not known to self
Known to others			
		Arena	Blind Spot
Not Known to Others			
		Façade	Unknown

Delegates will also be introduced to the GROW model for coaching. This

model, created by John Whitmore, is the key approach that underpins most coaching interventions, it is also widely accepted within the business community as the fundamental coaching skills tool.

By developing an understanding of GROW focus will be placed on individual accountability and improved coaching skills.

Following their introduction to the GROW model managers will be capable of holding coaching conversations with their employees as soon as they leave the workshop.

GROW Model

- G** – Goal
- R** – Reality
- O** – Obstacles
- W** – Way Forward

Outcomes for Workshop 4

- Use Johari's Window to increase individual's awareness of self, and how others see them
- Introduce Sir John Whitmore's GROW model as a framework for coaching
- Demonstrate co-coaching
- Use on-going co-coaching as a means of implementing layers of accountability

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