

SMART Training

Empowered Teams

Dynamic Group Productivity



Infuse your teams with energy and enthusiasm.

**Learning
Designs**
SMART Employee Performance Solutions

Optimize Team Performance

Our **Empowered Teams** program helps your employees discover the value of working in teams.

The power of teams is undeniable. Collaboration is the driving force behind innovations in products, services and processes. Interdependent groups often achieve at levels that far exceed those of a single individual.

Teams may be a necessary component of organizational success, but their presence certainly doesn't guarantee success. Few managers have knowledge of group dynamics, and many employees are more comfortable working on their own than in a group.

Our Empowered Teams program is designed to overcome the natural barriers and intrinsic challenges of a team environment. We provide your team leaders and team members with training that:

- ✓ Builds strong relationships among co-workers
- ✓ Aligns team goals and objectives
- ✓ Clarifies roles and responsibilities of team members
- ✓ Improves communication and interpersonal skills
- ✓ Enhances team problem solving capabilities
- ✓ Increases appreciation for team diversity
- ✓ Strengthens group dynamics and performance

Infuse your teams with energy and enthusiasm. Explore our Empowered Teams program.



Our Process

Seven steps to team empowerment

Developing empowered teams requires strategic planning and a finely-tuned implementation process.

Our experience creating high-performance teams inspired us to develop this Seven Step discovery, implementation and assessment process:

Step 1: Meet with your key leaders to define desired outcomes

- ✓ What is the purpose of moving to a team environment?
- ✓ What are the organizational indicators of success?

Step 2: Conduct structured interviews with representatives of all levels of your organization

- ✓ What is the current organizational climate?
- ✓ How do people feel about working in teams?
- ✓ What are the potential barriers to successful implementation?

Step 3: Develop customized recommendations for action and measurement

- ✓ What needs to happen at each level of the organization?
- ✓ What metrics should be established to measure the impact of change?

Step 4: Develop requirements and boundaries to guide future actions

- ✓ What decisions must be made by leadership?
- ✓ What are the “givens” within which teams can operate independently?

Step 5: Implement actions and team training

- ✓ What structural changes need to be made?
- ✓ Which roles need to be redefined?
- ✓ Do team leaders have the skills to lead?
- ✓ Do team members have the skills to participate effectively?

Step 6: Measure for effectiveness

- ✓ What do the metrics tell us?
- ✓ What's working well and what needs to be improved?

Step 7: Provide coaching for continued success

- ✓ What resources are in place to sustain the team process?
- ✓ What is the method for continuous improvement?
- ✓ How are teams recognized and rewarded for success?

Customized Success Checklist

Our Learning Designs Team Implementation Checklist © will help you implement teams quickly and effectively. It ensures that teams you establish today have the resources and skills to produce results tomorrow.

Competitive Advantages

In today's global business world, many organizations are implementing teams as a way to improve competitiveness.

Teams offer a number of advantages. They can increase productivity, reduce costs, and accomplish tasks that an individual cannot do alone. They also improve employee morale by creating a workplace community that values and respects every team member's contribution.

We have a wealth of expertise in team implementation. We understand the change process involved in implementing teams and the impact on your work environment. We also know how to ensure that change is sustained – by building internal capability and providing for meaningful involvement of your workforce.

Leadership Training

Course Description: The purpose of this 3-day training program is to increase participants' understanding of team concept and its impact on their role as a leader. Participants will have an opportunity to learn and practice new skills required to fulfill their leadership role.

Course Objectives: At the completion of this course, participants will be able to:

- ✓ Explain what team concept means at their organization
- ✓ Describe the boundaries and requirements for their team
- ✓ Apply a model of team development to improve team performance
- ✓ Identify their temperament type and its effect on their leadership style
- ✓ Develop coaching plans to improve performance problems
- ✓ Use constructive confrontation to resolve team conflicts

Target Audience: Top Leadership

Team Leader/Supervisor Training

Course Description: The purpose of this training is to provide participants with the tools required to facilitate the change to a team environment. Participants will learn more about their role as a leader and techniques that can be used to improve team performance.

Course Objectives: At the completion of this course, participants will be able to:

- ✓ Describe their role as a team leader/supervisor
- ✓ Identify their leadership style
- ✓ Apply facilitation skills to help teams reach their goals
- ✓ Apply a coaching model to improve team performance
- ✓ Conduct effective team meetings
- ✓ Identify and respond to the warning signs of dysfunctional stress

Target Audience: Team Leaders/Supervisors



Empowered Teams Program

Team Member Training

Course Description: The purpose of this training program is to provide participants with the tools required to facilitate the change to a team environment. Participants will learn about the stages of team development and techniques that can be used to improve team performance.

Course Objectives: At the completion of this course, participants will be able to:

- ✓ State three “business case” reasons for teams
- ✓ Describe their location’s team guidelines and boundaries
- ✓ Identify their personal style
- ✓ Apply a model of team development to improve team performance
- ✓ Apply effective communication skills
- ✓ Eliminate waste in their work area
- ✓ Use constructive confrontation to resolve team conflicts
- ✓ Conduct effective team meetings

Target Audience: Team Members

Supervisor Role Clarification

Course Description: The purpose of this workshop is to develop and clarify the role of supervisors in a team environment. Although critical in the transition from a traditional to a team environment, the supervisors role is often not considered.

Course Objectives: At the completion of this course, participants will be able to:

- ✓ Define the role of supervisors
- ✓ Distinguish between supervisor and team leader responsibilities
- ✓ Describe the benefits of change to a team environment

Target Audience: Supervisors, team leaders, superintendents/business team managers



Empowered Teams Offer Big Results

In the 21st century manufacturing environment, teams represent the single largest potential for increasing performance and boosting profitability.

Teams provide a competitive advantage for companies that can implement them effectively and take advantage of the benefits they offer.

Consider the results of implementing Empowered Teams:

- ✓ Alcoa (Cleveland) increased output by 30% and cut scrap by 50%.
- ✓ Fort Hood revamped a waste disposal/environmental program, resulting in \$3.5 million in savings and cost avoidance.
- ✓ General Electric improved one plant's productivity by 250%.
- ✓ Kodak (Rochester) improved safety by 67% and output by 12%.
- ✓ Shenandoah Life Insurance reduced case handling from 27 days to 2 days.
- ✓ Tavistock Coal increased output by 25% and decreased absenteeism by 50%.
- ✓ Toyota's manufacturing process is based on the cornerstone of teams.
- ✓ U.S. Food and Drug Administration, (FDA), Baltimore District Office Microbiology Lab, cut testing time for food and drug samples 50%.
- ✓ U.S. Treasury Department, IRS Brookhaven Service Center, increased caseload productivity 20% and decreased overdue receipts 15% to 20%.
- ✓ Volvo cut production costs at Kalmar by 25%.
- ✓ Xerox experienced 30% higher productivity.



LDI Solutions

“The SMART Approach”

Our products and services are, in one word, SMART – seamless, measurable, accountable, responsive, and technology-driven:

- ✓ **Seamless** because they easily integrate into your enterprise
- ✓ **Measurable** because they are designed to meet your performance objectives
- ✓ **Accountable** because the results align with your business goals and ROI
- ✓ **Responsive** because they are flexible and customizable
- ✓ **Technology-driven** because they leverage the most effective, innovative techniques and delivery systems

Advance Your Team Performance

Partner with a Respected Industry Leader

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Innovative Outlook

‘Return on Integration’

It’s no secret that we are big proponents of measurable ROI, but not just in financial terms. At Learning Designs, we offer the highest ROI – Return on Integration – for your organization because our products and services:

- ✓ Promote continuous improvement through learning
- ✓ Engage and empower your employees
- ✓ Provide data that allows you to measure results
- ✓ Foster a knowledge-based culture
- ✓ Protect your investment in employees
- ✓ Position your company as an “employer of choice”

