



Coaching Unity

SYSTEMIC TEAM COACHING



The best investment you can make in your critical teams

Today's organisations are faced with often overwhelming challenges as they navigate the human and business impact of Covid-19. This includes having to achieve more and at a higher level with fewer people, fewer resources, less time and in more challenging circumstances.

In most organisations, the biggest part of this responsibility rests with a few critical teams. These teams are tasked with delivering solutions to complex problems, involving multiple divisions or with delivering critical projects. They are often tasked to do both.

Importantly, the success of the critical teams is directly linked to the success of the organisation.

Systemic team coaching reinforces the critical teams' primary purpose as well as develops skills and self-awareness to work at depth across the whole organisation, with a more collaborative, stakeholder-orientated focus.

**HIGH PERFORMING
MISSION CRITICAL TEAMS**

SPECIAL PROJECT TEAMS

EXECUTIVE TEAMS

BOARDS

CRITICAL TEAM ISSUES AND RISK FACTORS

- Key deliverables for the company's success are in the hands of a few teams.
- Little to no training is provided to team leaders about the systemic nature of teams and how to maximize performance systemically.
- A lack of understanding of what a high performing team needs in order to consistently deliver value to its stakeholders. (We see this in environments where some teams just seem to 'click', while others fail or struggle.)
- There are very few proven methodologies for managing, leading and coaching teams.

Systemic Team Coaching > Team Coaching > Team Building

We have been coaching individuals and teams in both business and sport for more than 17 years. Our core work is based on the Neuro-Semantics and NLP frameworks of facilitation, coaching, training and self-actualisation psychology.

To meet the demands of our clients in elite sport we have developed a series of tools and processes that emphasises deep and accurate change. For High Performance Teams, these accurate and powerful tools are essential as teams oftentimes have only a week between important games to prepare and level up.

We have now added the Systemic Team Coaching framework and processes to help teams collaborate, adapt, deliver and evolve into High Value-Creating Teams.

The 5 disciplines of intervention

Our systemic team coaching approach is based on the 5 disciplines model developed by Professor Peter Hawkins after many years of academic research into team effectiveness.

COMMISSION - Why does this team exist? What is its mandate? What must it deliver?

Whom does it report to officially and unofficially? What will it be measured on?

CLARIFYING - What is the purpose of this team? What are the objectives? How do they deliver?

Is there a team contract? What are the roles and responsibilities?

CO-CREATE - What are the interpersonal and team dynamics? Do they serve the team?

What is going on between the individuals? How can this be improved?

CONNECTING - What needs to be communicated and with whom? What is the value to clients?

How can the relationship between the team and its stakeholders be improved?

CORE LEARNING - How can all the team members learn and grow as one team?

THE POWER OF TEAMS

- A diverse team can outperform a top-performing, homogenous group by up to 6 times. (HerdWisdom)
- Poorly managed workgroups are on average 50% less productive and 44% less profitable than well-managed groups. (Gallup)
- 70% of respondents in a study by the University of Phoenix cite being part of a dysfunctional team. (GlassDoor.com)

CONTACT US

Email: michael@coachingunity.co.za

Mobile: +27 82 415 8959

Email: tim@coachingunity.co.za

Mobile: +27 83 618 7454

Intervention part 1: Assessment

- We interview the team leader for the assessment, scoping & costing
- We design the assessment proposal and submit it for review
- The team leader accepts the assessment proposal
- We interview the team coaching sponsor(s)
- We interview key stakeholders, team members and clients
- TEAM CONNECT 360 assessments (stakeholder diagnostic tool)
- We establish team buy-in and commitment
- We design the delivery proposal and submit it for review
- The team leader accepts the delivery proposal

Intervention part 2: Delivery

- We facilitate one or two team workshops per month for a minimum of 6 months and up to 12 months.
- We attend targeted team meetings and provide live feedback
- We observe the team and/or members of the team at work
- We do follow-up interviews with stakeholders and/or surveys
- We do one-on-one coaching with the team leader and/or individuals to level up performance
- We develop the team leader's coaching skills to eventually coach the team him/herself

What makes an intervention successful?

- A sponsor who is fully committed to the team
- Access to all stakeholders
- Two experienced Systemic Team Coaches simultaneously working with the team to maximise impact
- A team willing to engage fully with their Systemic Team Coaches
- A team that prioritises workshop sessions for the next 6 to 12 months

