

## THE MAP AND PATH TO TEAM EXCELLENCE

Alignment

Goals & Strategies

Accountability

Proactive

Decision Making

Resources

Team Leadership

Trust

Respect

Camaraderie

Communication

Constructive Interaction

Values Diversity

Optimism



**At Team Coaching International we offer:**

- ▲ A practical way to measure the system that is the team.
- ▲ A comprehensive model that defines strengths teams need in order to succeed.
- ▲ Team Coaching that creates a new mindset: we take the focus off of individual team members' one-to-one relationships, and focus instead on the entity that is the team, what we call the *third entity*<sup>™</sup>.
- ▲ Mentoring and training programs to develop Team Coaches.
- ▲ On-going structures and team coaching processes that take the team from where they are to where they need to be in order to produce sustainable excellence.

# Team Coaching International: Extraordinary tools for extraordinary teams

*Teams are the engines* that drive successful organizations. Teams produce results that individuals simply can't, acting alone. Today, the workplace is a maze of nested teams: intact, cross-functional, project, virtual — and the pressure is on teams to form, perform and re-form at an astonishing rate.

*Welcome to our world.* Team Coaching International (TCI) is a premier professional services and training firm dedicated to creating sustainable, inspired, high-performing teams.

## What's Different in the Team Coaching International Approach?

1. We work with the team as a *system*.

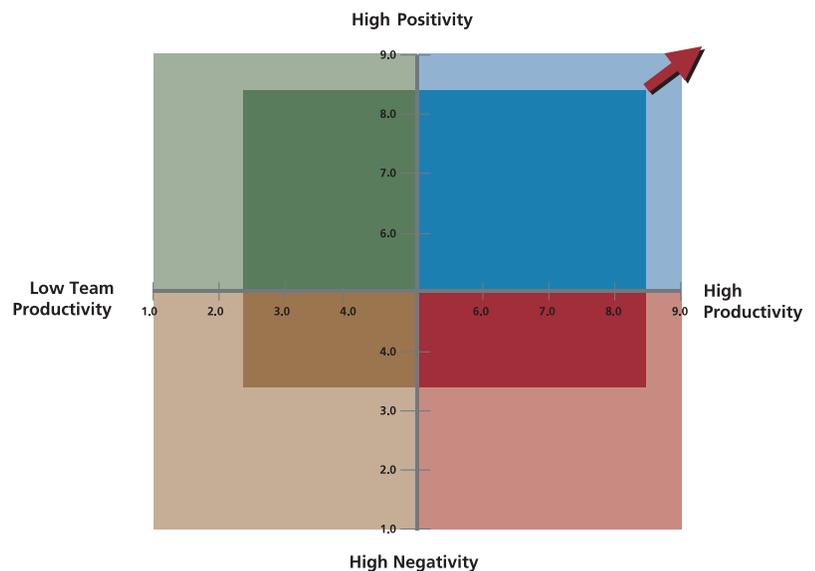
A team is not simply a machine with replaceable parts; it is a living, dynamic system with spoken and unspoken rules, vision, blind spots, expectations, moods. The spirit of a team infects and influences the individuals and plays a significant role in how the team works together and what the team produces. Anyone who has worked closely on a team knows this from their own experience. Effective team coaching focuses on the whole as a system, and the interrelationships among the team. There is more to team coaching than coaching individuals to be better team members. The team must be coached as its own *third entity*<sup>™</sup>, independent of the needs of any single member.

2. We have created a state of the art Team Diagnostic Model<sup>™</sup> and corresponding assessment that clearly defines the necessary strengths for sustainable, high-performing teams.

Teams exist to produce results.

Research shows that the most successful teams have the means in place to take action *and* they build effective relationships to motivate and sustain that action. The Team Diagnostic Model is built on these two fundamental axes: factors that optimize *productivity* and factors that promote *positivity*. Having the tools and material is not enough to achieve outstanding results without a high level of positive engagement and ways to neutralize negativity.

The model defines seven separate productivity factors and seven positivity factors. This constellation of strengths provides a complete picture for high-performing teams.



3. The Team Diagnostic Assessment™ provides a *benchmark* and a *detailed map* for on-going team development.

We have a win-win mentality on our team; one person's gain is NOT another person's loss.

There is a high level of accountability and follow through on our team.

There is underlying sense of hopefulness on our team.

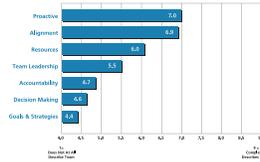
We regularly provide each other with constructive feedback.

The assessment delivers a comprehensive team profile that highlights strengths and opportunities. Team members go on-line to access the instrument; when the team is complete, responses are compiled for the whole team.

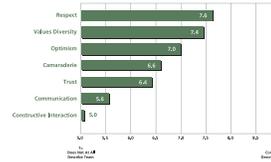
The result is an anonymous and candid report from the team, including their responses to a customized set of open-ended questions. With confidentiality protected team members are more frank and the results more revealing. This is not a generic survey.

The result is a profile that graphically displays a footprint of the team and clearly identifies areas to leverage team skills to build positivity and productivity.

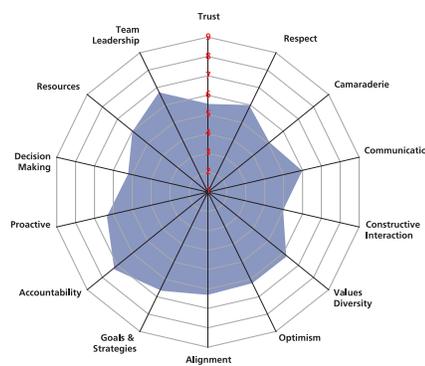
Productivity Strengths Rating



Positivity Strengths Rating



Measuring the System



## Our Core Offerings

### Team Coaching Solution

Team Coaching International has developed a proprietary methodology, Stellar™, for coaching teams in any organizational setting. Working with an expert team of facilitator coaches, the client team is guided through a five-step process that creates alignment and accountability for maximum effectiveness.

Central to the Stellar approach is the Team Diagnostic Profile™ that provides a map for closing the gap between where the team is today and where it can be. The Stellar process provides a range of team skills training and team coaching customized to each team. Throughout the process, we provide rigorous follow-up and accountability to reach team performance goals.



### We believe:

- ▲ A team is a living system with heart, desire, and boundless potential.
- ▲ A team thrives on excellence.
- ▲ The most successful organizations in the next 20 years will be those that have learned to maximize the power of teams. That's where the leverage is.

### Our mission:

To create sustainable, inspired, high-performing teams.

## Stellar™ Team Coaching Process

### Phases

1	2	3	4	5
<b>Discovery Session</b>	<b>Team Diagnostic Deployed</b>	<b>Team Work Session</b>	<b>Follow-up Team Work</b>	<b>Follow-up Team Assessment</b>
<b>Description</b>				
<ul style="list-style-type: none"> <li>Outcomes defined for team development</li> </ul>	<ul style="list-style-type: none"> <li>On-line assessment completed</li> <li>Reports generated</li> </ul>	<ul style="list-style-type: none"> <li>Deliver team report and team development off-site</li> <li>Design next steps for on-going team development</li> <li>Typically 2–5 days</li> </ul>	<ul style="list-style-type: none"> <li>One–two times per month for a fixed period, usually 6 months to one year</li> </ul>	<ul style="list-style-type: none"> <li>Creates a second benchmark and progress measure as a way to refine on-going team work and development</li> </ul>



*The Team Diagnostic assessment is now available in:*

- ▲ English
- ▲ Spanish
- ▲ German
- ▲ Japanese
- ▲ Norwegian
- ▲ Finnish
- ▲ Hebrew

*Sample Diagnostic Client List:*

- ▲ Johnson & Johnson
- ▲ State Farm Insurance
- ▲ Nortel
- ▲ Bank of America
- ▲ Capgemini
- ▲ Kodak
- ▲ McDonald's
- ▲ U.S. Postal Service
- ▲ Adobe Systems
- ▲ Johns Manville, a Berkshire Hathaway company
- ▲ Wells Fargo
- ▲ ING
- ▲ Albertsons
- ▲ Symantec
- ▲ Kaiser Permanente
- ▲ Hilton
- ▲ Deloitte-UK
- ▲ Aventis Pharmaceuticals
- ▲ Unilever
- ▲ Wachovia

## *Team Coaching Training*

### *Team Coaching Intensive Workshop: Level 1*

Designed for team leaders, HR professionals, OD consultants, Executive and Corporate Team coaches — anyone who works on a team, leads teams, or works with teams — participants in this three-day course learn the conceptual framework and competencies to work with a team as a system. Participants also learn how to interpret and deliver the results of the Team Diagnostic Assessment, and learn team coaching skills to deliver on-going team development.

### *Team Diagnostic Authorization Training*

Those who wish to become authorized to deploy the Team Diagnostic can follow their Team Coaching Intensive Level 1 with this series of application-based virtual learning sessions designed to promote mastery of the instrument. Authorization is granted upon the successful completion of an exam.

### *Team Coaching Intensive Workshop: Level 2*

This advanced three-day workshop is designed for those who wish to deepen their learning and proficiency in TCI's systems-based approach to working with teams. Participants must have completed Team Coaching Intensive Workshop Level 1 and Team Diagnostic Authorization Training to be eligible for this program.

## **The Theoretical Foundation**

The Team Diagnostic model and assessment are based on the latest work in Emotional Intelligence, Appreciative Inquiry, Positive Psychology, change management, and team research conducted at leading universities. Our approach to team coaching is based on systems theory and the ground-breaking work of Marita Fridjhon MSW, CPCC, PCC, and Faith Fuller PhD, CPCC, co-directors and founders of the Center for Right Relationship, and creators of the world-renowned advanced coaching curriculum — Organization and Relationship Systems Coaching (ORSC).

## **Our People**

Team Coaching International's own team consists of a highly talented and passionate group of professionals from a variety of backgrounds, disciplines and cultures. Our diverse ranks include: MBAs, PhDs, psychologists, musicians, coaches, lawyers, educators, writers, and technologists, just to name a few. What we all share in common is a deep commitment and expertise in developing sustainable, inspired and high performing teams. We look forward to serving you and your teams.

## **Contact Us**

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*Team Coaching International is headquartered in the San Francisco Bay Area.  
We have authorized facilitators and trainers worldwide.*