



Quantum Leap/Step



Scenario 1:

Our team has some tough challenges. We have lost good people, and people have lost respect for each other to the point where they are not talking to each other anymore. To make things worse, we face huge pressure to get more and more done with fewer resources.

Some people in our team are stuck in a comfort zone; they just keep on doing the same old stuff hoping things will get better. Some people hold onto information in such a way that it is difficult for others to do their jobs. We have regular arguments here, caused by obvious frustration with team members who just don't understand what their priorities should be.

We seem to just go through life from one day to the next, lurching from crisis to crisis, with nothing that is really exciting to look forward to. The only way we keep functioning is for one or two people to get us out of trouble by putting in a huge effort. We have so many highly skilled people in our team, but they seem to act like children at the best of times, and we are certainly not achieving as much as we could.

Some people on our team are really ignorant of how much damage they are causing. Everyone is grateful when they walk out the door. I wish I could get myself a new team!

Many teams struggle with issues that get in the way of the team achieving its full potential





Scenario 2:



In our team, we are passionate about achieving our vision. We enjoy each other's company, because everyone has a great attitude, feels they are treated with respect and shares the same values. We each hold ourselves and our colleagues on the team accountable for delivering on our commitments. We inspire each other, and it accelerates our mission where everyone is committed to growing along a journey of personal excellence.

Our team is great at listening to customers and to each other. We regularly review our progress in pursuit of our goals. We openly share our views and are honest about mistakes made and learn the lessons.

We keep pushing the boundaries through designing innovative products, and we are constantly on the lookout to improve our processes. We are good at achieving consensus, and having made decisions that are aligned with our values, everyone pursues these goals with enthusiasm and vigour.

We work hard, but there is plenty of space for play as well! We welcome new members to join our team whose strengths will complement us and allow us to work even better together.

How would it feel to be part of this team?





How can we support you shift your team from Scenario 1 to Scenario 2?

We conduct a Team Effectiveness Survey that provides a collective assessment of how the team performs. Part of what makes our offering unique is that we add a personality profile to the survey which will shed light on how the individuals in the team show up in their team and how their personality.....

- Impacts the team dynamic
- Impacts the team effectiveness
- Impacts colleagues positively and negatively

Knowing the personality types will provide management and team members with more in-depth and insightful information which will be interpreted together with team effectiveness scores and meaning.

We facilitate with the team across 3 workshops to develop the team into a top team based on the survey results. The intervention includes coaching of the team leader for 6 sessions over 6 months to support them in leading the team successfully into the future. After this, the team effectiveness survey is repeated.



Our toolkit and facilitated debrief will help you and your team:

- Know how their team is faring against a high performance team benchmark
- Understand their team members better
- Understand how team members are contributing to or eroding team effectiveness
- Understand the personality of the team as a whole
- Identify the team's strengths and how can these be maximised
- Identify the 20% of things that would be the most effective in helping to improve the performance of the team
- Have clear powerful insights on the way forward in raising team effectiveness and managing and leveraging personalities within the team.



Process and Outcomes for Quantum Leap

The following is a summary of the various steps involved in implementing Quantum Leap and the outcomes you can expect from such a process:

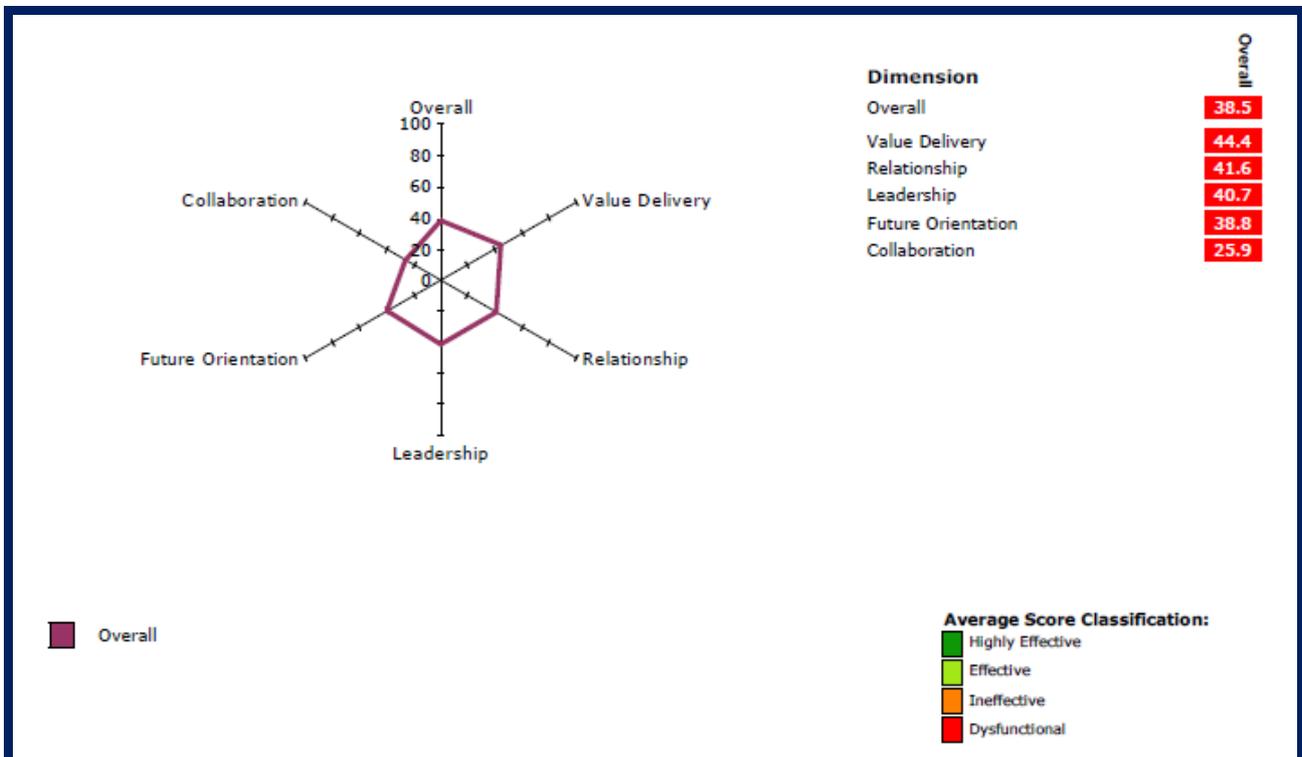
Step One: The team completes the Team Effectiveness Survey and Personality Assessment on-line.

Step Two: Soft Craft processes the survey submissions and compiles a comprehensive report on the team's effectiveness and the personality profiles.



A comprehensive team effectiveness report is delivered to the team leader, of which two example slides are included below.

The team effectiveness is reported at a high level using a Team Effectiveness Circle, with a drill-down into the dimensions that drive team effectiveness (Value Delivery, Relationship, Leadership, Future Orientation and Collaboration).





Amongst others, the team report contains drill-downs to the level of the statements used to calculate the Team Effectiveness dimensions, e.g.:

Indicator / Statement	Overall
RELATIONSHIP	41.6
Def: The extent to which the team members nurture and maintain relationships with their colleagues	
The team helps and supports one another sufficiently to share the load	66.6
The team members show respect for each other in how they interact and how they feel when in each others' company	44.4
The team knows one another sufficiently well to understand and trust one another	33.3
The team has effective and regular communication/sharing amongst all team members	22.2

The qualitative feedback provided by team members is supplied, anonymously. For Quantum Leap, each team member will also obtain a detailed personality report highlighting how their team members are likely to respond to them, and how this could affect the optimal functioning of the team.

Step Three:

First Coaching session with the leader; the leader sees the results and we work through them in order to plan for workshop one.

Step Four:

Workshop one (two days) is held to work through the survey results in detail so that the team members understand:

- what is causing the results,
- what strengths the team has,
- what weaknesses the team has
- what trends are seen
- which personalities are at play in the team
- how the personalities contribute to team effectiveness
- how the personalities erode team effectiveness
- how the personalities interact to bring out the best in each other and the worst in each other.

In the first workshop there will also be:

- Team bonding exercises,
- A plan formulated for the team going forward to improve their results
- Goals set by the team on their team effectiveness scores
- Homework provided with regular mandatory rituals and tasks for each team member to complete



Step Five: Two Coaching sessions with the team leader three weeks apart to support them in their managing the team homework, process steps since workshop number one and finding concrete ways to meet team objectives.

Step Six:

Workshop Two (one day) will be approximately two months later and will cover:

- How the homework went connecting it to the team goals and objectives
- To track progress and discuss root causes of their challenges
- What's working/not working
- What stage the team is in to reaching real community (honesty, information sharing, collaboration, co-operation, effective conflict resolution)
- More homework provided to move towards team objectives

Step Seven: One coaching session with the team leader to support them in their managing of the team homework and process steps since workshop number two.

Step Eight: Workshop Three (one day) will cover:

- Where are we now?
- What have we achieved in terms of team goals and objectives?
- What stage of real community are we in now?
- Are we ready for the survey to check our progress?
- What remains to be done before survey two?

Step Nine: Second Survey to track the shifts created by the work the team has done in the workshops and the homework.

Step Ten: Last Coaching session with the leader to:

- review the results of the last survey
- to embed the learnings and
- to wrap up the Quantum Leap Process





Summary of Outcomes

- √ Intimate knowledge of the team functioning
- √ New insights into your team members at a Jungian personality level
- √ Increased trust
- √ Better regularity and quality of communication
- √ Increased collaboration
- √ More information sharing
- √ More examples of co-operation
- √ Increased civilised disagreement
- √ Less passage talk and fewer rumours and assumptions
- √ A quantum level of improved overall team effectiveness reflected in the final survey.

Our team

We are experts in the field of leadership development, and have an expert team in facilitation, leadership development, coaching, the design of leadership assessment instruments, as well as creating unique reports that scientifically highlight the key insights to help teams identify their strengths and weaknesses and achieve success.

Meet the team:

Facilitator/Coach	Designer
 <p>Gavin Coetzee</p>	 <p>Pierre Janssens</p>

Contact details:

Team Member	E-mail	Cell
Gavin Coetzee	gavinc@iafrica.com	082 459 5814
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Pricing:

Product*	Quantum LEAP	Quantum STEP
Description	Two Surveys: At start, and 6 months into intervention Overall Comprehensive Survey Report Detailed Reports per Team Member* One two day workshop Two 1 day Workshops Six Coaching Sessions	Survey Overall Comprehensive Survey Report One 1 day Workshop
Cash Price (excl VAT) Quantum Leap :50% upfront, balance billed evenly over last 4 months Quantum Step :50% billed upfront, balance after the workshop.	R 74 360.00	R 15 500.00

Optional Monthly Payment Plan Period	6	4
Optional Monthly Payment Plan Amount	R 12 650.00	R 4 456.25

Additional Services:		
Extra Team Members*	R 2 600.00	R 970.00
Additional Workshops	R 8 500.00	R 8 500.00
Additional Coaching Sessions	R 1 100.00	R 1 200.00
Additional Detailed reports, per team member	R 1 400.00	R 1 400.00

*up to 10 team members is included, if the team is larger than 10 people, additional team members can be added at a nominal extra cost.

*All prices exclude VAT.