

## FACILITATION

# Team Building Facilitation

Customized team building is ideal for a management team or work group that...

1. is newly formed (or-reformed)
2. has a brand new leader
3. has been experiencing conflict or a decrease in effectiveness
4. just wants to become even more effective

Fulcrum will design and facilitate a session for your group to address specific team challenges and opportunities. Typically our clients call on us to help a team increase its capacity to achieve results by developing elements such as:

- Team mission and vision
- Key performance benchmarks
- Clear roles and responsibilities among members
- Agreed-upon behavior guidelines
- Productive work processes and decision-making procedures
- Alignment with the direction and priorities of the wider organization
- Group cohesion and motivation

Issues around leadership, communications or trust may also need to be addressed, as appropriate. Our facilitator first meets with the manager or team leader to scope the team's history, current challenges and the outcomes desired from team building.

On occasion, we may recommend that group members complete a team assessment questionnaire in advance. When the issues are particularly sensitive and relations within the team are tense, we will opt to conduct one-on-one diagnostic interviews with each team member.

Based on input we gather from the leader and the team (and, occasionally, from others not in the team), we customize a 1-2 day team building retreat that will focus laser like on the team's highest indicated priorities. Further team building may, in some cases, be required but only if the team elects to engage in it.

### SPECIAL FEATURE:

Our team-building service normally incorporates the powerful team process tool, the Teamwork Palette® into the event. This tool helps your team deal quickly and effectively with human dynamics issues that can otherwise slow you down and, in some cases, prevent you from achieving your team goals. Using the Palette is a perfect way to sustain your team's effectiveness long after your team-building retreat is over.



*"We returned from our session with a clearer focus of our goals and responsibilities. The level of trust and comfort has vastly improved. Discussions are now more open and our time together is much more productive."*

Jim Baston Vice President, Service Centre & Product Sales,  
Ainsworth



**SAMPLE OF CLIENTS SERVED:**

- AGF Funds Inc.
- Bank of Nova Scotia
- BEP International (reinsurance brokers)
- Canadian Imperial Bank of Commerce
- Capital One Financial Corporation
- Citigroup
- Credit Suisse Canada
- Credit Union Central of Ontario
- Deloitte & Touche
- Fannie Mae
- First City Trust
- MBNA America Bank
- North American Life Assurance Company
- Platt's (Standard & Poor's)
- The Prudential Insurance Company of America
- The Royal Bank of Canada
- The Universal Group of Funds
- Visa Canada Association
- William M. Mercer Limited

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS LEVERAGE THE TALENTS OF THEIR MANAGERS AND TEAMS.

We offer training workshops, facilitation services, keynote presentations, and executive coaching that help managers generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Our clients include organizations from the corporate, public, and not-for-profit sectors, as well as associations. They know Fulcrum for programs that:

- Present cutting edge concepts and practical techniques,
- Apply interactive adult learning approaches and
- Energize people to deliver superior results

Fulcrum Associates Inc. was founded in 1988. We are a continental firm, headquartered in Northern Virginia, with an operation in Toronto. For projects large or small we are able to draw on the talents of a select number of highly professional associates, each heading a successful independent practice, who deliver programs tailored for today's organizations.



IAN IS AN EXPERIENCED PRESENTER, GROUP FACILITATOR AND EXECUTIVE COACH.

Through his keynote presentations, highly interactive workshops, and custom-designed team-building practice, he helps his clients leverage their investment in their managers and teams.

He works primarily with managers, mid-level to executive. His programs introduce cutting-edge skills and concepts around transforming managers and supervisors into leaders and fostering superior team performance

Ian began his independent practice in 1988, following seventeen years of corporate experience in both the high tech manufacturing and transportation industries.



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