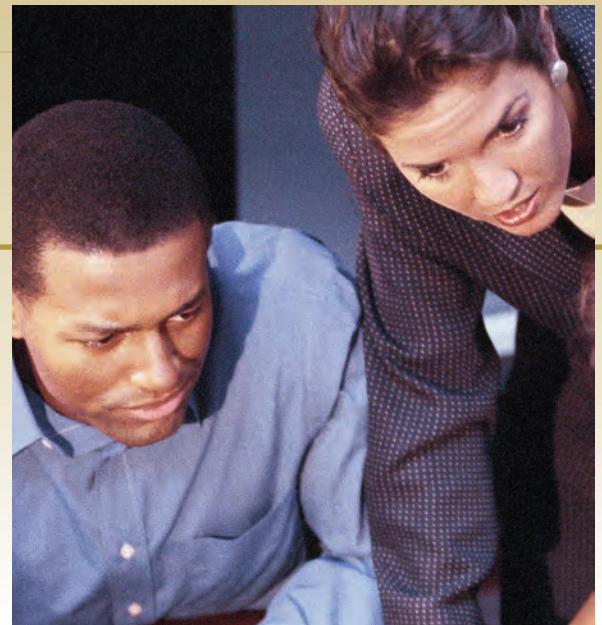


team building

synchronizing efforts...

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Whether an executive team is leading a company to unprecedented results or uncharted waters, a departmental team is delivering critical-path outcomes, or a cross-functional team is working on a company-wide strategic initiative, Frank Lee Associates can get your team jump started, quickly on the same page, turned around, focused, and/or executing for exemplary, outrageous, above-and-beyond results.

Teams have been leading the way in helping companies achieve breakthrough results for decades, both through the go-go '90s and the recession-oriented early part of the new millennium. Both the wisdom as well as the value of teams have been well-proven at all levels of organizational performance, in all manner of industries, and at all stages of company evolution and business cycles.

We help build teams through a rigorous "doing good work together" approach. Our team building outcomes include:

- Shared vision of what needs to be accomplished and why
- Deliverables that the team is jointly responsible for
- Clear success metrics
- Clear role responsibilities and inter-dependencies
- Common "rules of engagement," tools, processes, and methodologies for working together successfully
- Feedback loops that continually gauge performance and team work

In summary, Frank Lee Associates helps develop teams that are high-performing, self-sustaining, and with an ever-increasing capacity to take more on! Along the way, we build teams with a shared view of the challenges, a culture of robust engagement and appreciation of one another's skills, with methods to leverage and accommodate diversity. Leaders are coached to effectively lead, and members to effectively contribute.

Solution 1: Team Leadership Covenant

A one-day team meeting to renegotiate mutual expectations between the leader and his/her team based on 360° feedback and personal insights about one's leadership effectiveness, philosophy, and deeply held values.

Solution 2: Team Tune-up

A two-day program for sustaining and improving on already-positive results and those mostly positive relationships among the team. Like all "living organisms," teams vary over time as to their contribution to their environments and as to the fulfillment of their members. Through team and constituent assessments, teams:

- Identify the gaps between their desired effectiveness and current constituent perceptions of that performance
- Prioritize and problem-solve those gaps
- Identify success criteria and action steps
- Build in monitoring mechanisms and feedback loops to ensure constituent and member satisfaction

Best yet, the team has developed metrics, monitoring tools, processes and relationships to self-manage along the way!

team building

for beyond-outstanding results

frank lee associates consulting services

*No person stands alone nor can one person do it all.
Business is too complex and too fast-moving—a team
“not well coordinated” usually misses its mark.*

—Frank Lee, FLA Master Facilitator-Coach



Solution 3: Team Improvement

A completely custom solution for when a team is performing less than optimally and/or when team-member relationships are not uniformly satisfying, Frank Lee Associates provides customized two-day workshops to help the team:

- Remove barriers to effectiveness and performance
- Get back on track
- Rebuild momentum for successful task accomplishment and member satisfaction

Events are preceded by extensive customer- and team-member assessments, with leader and member coaching before and after each event.

Solution 4: Team Transformation

When a team takes on significantly greater challenges and departs significantly from its past, or when a team has acquired new leadership to “turn the team around,” we provide a series of three two-day workshops, two months apart to:

- Develop a new vision and mission for the team based on the new set of challenges confronting the team
- Build new operating and management mechanisms to ensure achievement of the challenges
- Build norms, relationships, and processes to constantly assess the “brutal facts” while building the critical mass for change among the team
- Break down the new “hairy goals” into bite-size pieces that allow for “early wins”
- Build an ethic for sustainable high performance

There is an exhilaration from being able to “turn things around” and in accomplishing great, seemingly unachievable results. We help teams in a no-nonsense, yet-fully engaging way to make this happen.

Solution 5: New Team Jump Start

Two two-day programs to “jump start” a team to high performance by:

- Gaining clarity on the mission and team objectives
- Defining roles and rules of engagement
- Negotiating success criteria and deliverables with external constituents
- Defining metrics and what success actually “looks like”
- Developing a strategy for early and sustainable “wins”
- Experimenting with processes for coordination, decision-making, and conflict management
- Locking into place “what works” and finetuning and changing what doesn’t

New teams quickly get to know and appreciate unique and latent capabilities, points of view, and learn to combine efforts synergistically.

The Right Team Building Solution for You

Frank Lee Associates averages more than 20 years of consulting experience, with proven track records in leadership, team, and organizational development. We combine our expertise, our coaching prowess, and our master facilitation skills to engineer and implement solutions that address the issues and opportunities at hand, that build upon your unique capabilities and style, and that deliver near-term improvements in performance and satisfaction as well as long-term tools and processes for sustainable results and continual enhancement of team capabilities.