



MINDSHIFT
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Improve Your Skills | Build a Team | Grow Your Company

Team Coaching

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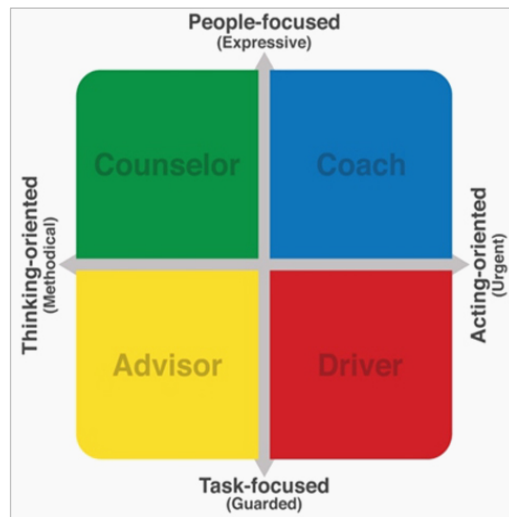
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Each team training assignment is different based on the size, make-up and function of the team. The 'what we do' can be very different from one team to another. The goal, however, is to improve the productivity of the team as a whole and create a more satisfying individual team member experience.

It all starts with an in-depth session with the leadership to determine the challenges facing the team and the improvement goals that are desired. The outcome of that meeting would determine the processes and tools used to coach to that goal. The one common goal among many teams is attaining a competitive edge - often referred to as a 'collaborative advantage' or a 'productive people advantage'.

A very important part of team coaching is giving each team member a way to become more self-aware of their own personal style preferences. We do this using a tool called the **REACH Personal Style Profile**. This is a psychometric report that provides a detailed overview of an individual's personal style and reveals how the participant achieves goals, communicates and leads. The results are shown on a 4-quadrant grid (example on the right) with the axes showing the participant's score by measuring their preference to thinking versus action and people-focused versus task-focused. The four quadrants have a name associated with each one and the characteristics of each one are thoroughly defined in the report (i.e. 'Advisor', 'Driver', 'Coach' and 'Counselor').



The REACH Personal Style Profile is intended for the individual, but it's also used as a tool to compare and contrast their style with the rest of their team, which is done using the next report.

The **REACH Team Development Companion**, using the REACH Profile as the data source, highlights the strengths and development opportunities of the team overall, and for the individuals within the team. This includes graphing each team member on the REACH Team Dynamic Visualiser (example on the right), which is a graphical display of the preferred styles among a team on the four-quadrant grid. This enables team members



to better understand the styles with whom they may be interacting in a specific team setting or project.

Another powerful tool is **The REACH 360**. Simply put, it gives team members the capability to rate other team members, as well as receive ratings from others. It blends both simplicity and innovation for a best-practice approach to multi-rater feedback. Importantly, it reinforces positive leadership behaviours, while revealing hidden strengths and potential blind spots. Its unique approach, integrating both style-based and skill-based measures, encourages meaningful self-reflection as well as targeted professional development.

- Most raters will complete the REACH 360 in 3 minutes, with positive-oriented measures that encourage constructive feedback.
- REACH 360 provides a positive, aspirational report that is ideally suited for ongoing coaching and development conversations.
- As part of the REACH Ecosystem, REACH 360 is supported by specific training, development and coaching resources designed to promote measurable growth.

When leaders demonstrate their positive REACH characteristics within their team or department, the organisation can enjoy a competitive edge. The **REACH Culture Survey** reveals the extent to which such characteristics are promoted based on the observations of internal stakeholders (including both team members and their leaders).

Participants are asked to rate the presence of each cultural characteristic, based on the extent to which leaders cultivate specific REACH characteristics (these are evaluated individually as skills or competencies within the REACH Profile and REACH 360 surveys). Each characteristic is rated on a 5-point scale and supported by optional comments, offering a simple and practical assessment of cultural attributes at the team and organisational level.
















In addition to the REACH characteristics, participants are surveyed regarding their outlook for the work of the organisation, including:

- 'Net promoter' likelihood
- Enjoyment in the job
- Respect for leadership
- Impact of their team
- Value offered by the organisation
- Intention to remain in their role

Through targeted training, development and coaching, any team or organisation can cultivate a net positive REACH Culture.

For examples of these tools and reports, please go to our website at:
www.mindshiftlearning.co.nz/team-coaching

Tools: List of Surveys and Reports

-  REACH Personal Style Report
-  REACH Development Companion
-  REACH Team Dynamics Visualiser
-  REACH 360
-  REACH Culture Survey
-  REACH Communication Profile
-  REACH Leading Profile
-  REACH Selling Profile
-  REACH Position Profile
-  REACH Training Needs Analysis: based on REACH 360
-  REACH Training Needs Analysis: based on REACH Personal Style Profile
-  REACH Training Needs Analysis: based on REACH Culture Survey
-  REACH Quotient Personal Growth Report
-  REACH Quotient Culture Growth Report
-  REACH Quotient 360 Growth Report

Testimonials

- Sue was engaged to assist with a culture shift and helping our team deal with stress and change. Sue took the time understand the background, to tailor her workshop to meet our needs. At the workshop she quickly developed a rapport with the team and was fluid in her approach. Understanding our teams' Reach profiles has improved our skills and self-awareness in communication, and lead to a happier and more cohesive team that's made an important difference. The on-going support by Sue, adds great value as we continue to evolve.
- Great session with Mindshift Learning Company today! Virtual learning with the entire team – understanding each other's personality types, drivers and how we need to interact with each other and look after each other, especially at the moment.