Serve Up:
7 Qualities of a Collaborative Culture ™

Training | Consultation

Attitude | Customer Service & Sales | Hiring & On-boarding | Leadership Development | Team Building

Given the interdependency and complexity of workplace environment, it's no longer enough to just focus on improving the customer experience. Building a collaborative culture is the only way to become and sustain a cohesive environment. There are many moving parts to such a dynamic, constantly changing culture. This organization-wide process makes a significant impact on customer satisfaction, employee engagement, leadership effectiveness and accountability. All of which improves not only employee retention, customer loyalty and the bottom line, but fuels a powerful competitive advantage in today's marketplace.

Objectives
This dynamic annual improvement process is designed to educate and equip organizations to develop or enhance a collaborative culture of excellence in which:
- Leaders have a clear understanding of the organization's strategic focus.
- Employees are actively involved and committed to the success of the organization.
- Departments/teams are cohesive, efficient, synergistic and aligned.

Format
Collaborative Culture Assessment™ – identifies how your talent currently does the job, feels about the company and offers suggestions for making a difference in the workplace.

Leadership Development Series™ – provides all leaders and managers the essential skills to engage and inspire today's workforce.

Excellence in the Workplace Series™ – experiential learning for all employees to develop the confidence, courage and consistency to always exceed patient expectations.

Collaborative Culture Series™ – joint training with leadership and employees, ideally as teams to strengthen trust, commitment, accountability and resolve conflict.

Ideal Size
Organizations of any size and any industry

Length
Overview or Keynote: 60 minutes
Process: 1 - 3 year schedule - depending on size and state of the organization

Agenda
The learning process and best practices support these seven qualities of a collaborative culture:

Clarity - aligns with mission, vision and values
Code - honors a standard of behavior
Creativity - uses innovative problem solving
Consistency - hardwires best practices
Coaching - encourages peak performance
Conflict - promotes productive resolution
Celebration - recognizes and rewards success

Target Audience
Each series is specifically designed for leadership, employees and teams.

Typical Uses
Organizational development, cultural architecture, strategic planning, leadership, team and talent development.

Material Options
Online assessments, reports, training materials and other handouts will be designed and distributed for each component of the process.