

# 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 customer 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
- Handouts