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TEAM Assessment and Coaching

Summary of Our Process

We work with companies to increase team effectiveness through improved communication, alignment and trust by utilizing a five step process that combines state of the art assessment tools with highly effective coaching. This approach successfully analyzes behaviors, values, attitudes and abilities and enables our coaches to craft a plan that will benefit all members of the team. Our expert coaches are broadly experienced as Fortune 500 executives, consultants and business owners. We are plainspoken and unencumbered by organization issues or politics. We have the experience to evaluate and unlock team potential related to new leadership, ownership, performance improvement and conflict resolution.

Team coaching is especially effective in the following situations:

- **New Ownership** ----- Assess executive team capability to deliver results
- **New Leadership** ----- Assess team compatibility with the new leader
- **Improve Performance** -- Assess capability, compatibility and value alignment
- **Resolve Conflict** ----- Assess compatibility and value alignment



Expected Timelines:

- Team coaching will range from 6-12 months, based on the particular needs of the team. Both team and individual coaching sessions will be held during this period. Each team member must attend the group sessions which will be facilitated by the coach. Certain individuals may require more intensive individual coaching.
- The coaching will typically unfold through one team session and two individual sessions each month. The team session will last approximately 2-3 hours, while the individual sessions will last 90 minutes. The team members will be expected to engage in the coaching and complete assignments and readings as requested.

Methodology

Step 1 - Commission the Team Coaching

- Determine the intent and desired outcomes of the team coaching.
- Determine the appropriate assessment instruments to be used.
- Meet with the team members.

Step 2 - Complete the Assessments

- The team members will complete all assessment instruments relevant to their situation as determined during the commissioning phase.
- The coach will interview each of the team members to gather information on the strengths and weaknesses of the team, and the team members' pattern of interaction with one-another.
- The coach will interview other key individuals who can provide insight into the operating effectiveness of the Team.
- The coach will evaluate the results of the assessment instruments and the interviews and synthesize the data into an integrated view of the team.

Step 3 - Implement the Coaching Plan

- The coaching plan may include both team and individual elements, and will be specific, measurable, action-oriented, results-focused and time-bound. The team members will be accountable to one-another for the successful completion of the team coaching plan, while the coach is responsible to ensure the plan stays on track.
- Strategic and operating objectives will be reviewed as part of the coaching process.
- Company values will be identified as part of the coaching process. Great care will be taken to ensure that the team is always operating within these core values.

Step 4 - Evaluate Progress

- The coach will discuss progress to plan outcomes with the team members at the onset of each session, beginning in the third month.
- The coach will seek feedback from the commissioning manager and other key individuals to ensure that progress is being made towards the desired outcomes.
- Feedback from all of these sources will be used to determine if the coaching is proceeding per plan, or whether course corrections are required. All such changes will be agreed by the coach and the team.

Step 5 - Cement the Changes

- Follow-up tools will be put in place to ensure that changes are made permanent with the team members individually, and in their group interactions.
- Regression may occur from time to time, especially in the face of high stress. Coping strategies will be put in place to deal with these issues constructively.
- The coach will be available for future dialogue as required, either by telephone or in person.