RESOURCE ADVANTAGE INC.

From executive levels to front-line workers, we specialize in bringing together the right people with the right skills to get work done.  When you're facing complex, high-stakes challenges, and need to approach solutions from a fresh perspective, we can help you tap into the expertise of cross-functional work teams to create high-quality solutions in an accelerated timeframe.  In addition to delivering tangible outputs, benefits of facilitated work sessions include: shared decision-making, ownership of results, smoother adoption of solutions, and improved working relationships.

The table below suggests which types of workshops contribute the most value when applied to specific business needs.  Let's discuss your challenge, and customize workshops that will build the results you need.

| If you need to… | Workshops in this category can help | | | | |
|---|---|---|---|---|---|
| | Change Alignment | Process Improvement / Management | Technology Definition | Project Support | Team Engagement |
| **Get a Project back on track** | | | | ✓ | |
| **Help teams engage more effectively** | | | | | ✓ |
| **Re-think how work gets done** | | ✓ | | | |
| **Streamline work processes** | | ✓ | ✓ | | ✓ |
| **Improve operations** | ✓ | ✓ | ✓ | | ✓ |
| **Accelerate projects, and improve speed-to-market** | ✓ | ✓ | ✓ | ✓ | ✓ |
| **Ensure that the right data is available to support work processes and information needs** | | ✓ | ✓ | | |
| **Determine if process and technology support the business strategy and direction** | ✓ | | | | |
| **Create productive and sustainable business processes** | ✓ | ✓ | ✓ | | ✓ |
| **Re-think culture and improve the work environment** | ✓ | | | | ✓ |
| **Get the most from your workforce** | | | | | ✓ |
| **Set priorities and get the right work done** | ✓ | | | ✓ | |

Examples of Workshops within each category are shown below.  In every situation, we customize our workshop offerings to fit your specific needs and outcomes.  Workshop descriptions below provide insight into how facilitated group work sessions can help you get the results you need.  We look forward to hearing from you, and discussing how workshops can improve your business.

## Change Alignment Workshops

| Change Alignment Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Change Alignment Roadmap Workshops** | ➢ Articulated strategy / direction<br>➢ Scope of change<br>➢ Measurable targets for success<br>➢ Gap assessment<br>➢ Key change outcomes with milestone dates<br>➢ Key actions / engagement to support changes<br>➢ Roadmap with timeline | This workshop articulates strategic direction, aligns the scope of change, and defines the measures of success. Based on the gap to get from where we are to where we want to be, key outcomes and actions required are defined, along with the required roles engagement. Barriers to success are identified, along with accompanying actions for mitigation / management. Approach is defined, and key milestones and actions are anchored to a timeline to produce an overall roadmap to guide change management and initiatives. | • Series of workshops. Scope determines time required (typically 3 workshops of 1/2 to 2 days in length.)<br>• Requires participation of executives / leaders that encompasses the scope of change.<br>• Gathering participants face-to-face is recommended. |
| **Alignment Assessment and Action Planning Workshop** | ➢ Scope of alignment study<br>➢ Alignment assessment<br>➢ Actions defined to restore alignment<br>➢ Roadmap with key milestones / actions timeline | Alignment of business processes, data, people, technology is critical for productivity and sustainability. Additionally, these must align with organization strategy and direction. This workshop raises awareness of alignment / gaps, and puts a roadmap in place to guide actions to guide initiatives to attain alignment across the organization. | • Scope determines the length of time needed (can be 1 to 3 days)<br>• Requires participation of key leaders / managers that encompass the scope<br>• Gathering participants face-to-face is recommended |
| **Change Risk Assessment and Controls Identification Workshop** | ➢ Risks, with severity, probability and visibility assessments<br>➢ Controls for risks above the tolerance limit<br>➢ Actions / owners for controls implementation<br>➢ Timeline with milestones and actions for delivery | The workshops helps to identify, assess risks within the scope of change, and define controls that must be put in place to manage the risks, according to the risk tolerance of the organization. Action plans are established, with owners the due dates, to establish the controls required. | • Scope determines the length of time needed (can be 1/2 to 2 days)<br>• Requires participation of key leaders / managers that encompass the scope<br>• Gathering participants face-to-face is recommended. Can deliver virtually with appropriate web / teleconference support. |

| Change Alignment Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Communication and Incentives Workshop** | ➢ Þ Change communications process<br>➢ Þ Approach / timing for communications<br>➢ Þ Articulated behavior changes<br>➢ Þ Incentives defined<br>➢ Þ Roadmap for communications / incentives rollout / behavior readiness | A common denominator in successful change is successful communications and behaviors alignment. To ensure that intentional change occurs, a plan for communications, behavior change, and supporting incentives must be developed. This workshop enables key change participants to agree on these critical elements, and effectively plan for, and take ownership of, the actions necessary for effective execution of behavioral change. | • Scope determines the length of time needed (can be 1/2 to 2 days)<br>• Requires participation of key leaders / managers that encompass the scope<br>• Gathering participants face-to-ace is recommended. |
| **Work-in-Progress Reviews** | ➢ Validation of progress for change effort<br>➢ Everyone on same page with deliverables and tasks<br>➢ Issues identified and assigned for resolution<br>➢ Next steps validated | Coordination of resources is easier in the front-end of change efforts, when the number of engaged resources are smaller. As the team grows in size during later project phases, it is increasingly difficult to keep everyone on the same page and aware of the inter-connectedness of deliverables.<br><br>Work-in-Progress Reviews bring key team members and stakeholders together to ensure that progress is visible, and people are on the same page regarding deliverables, timing, issues and next steps. | • Typically 2-hours to half-day<br>• Requires participation of key people who engage in the change effort or are critical stakeholders<br>• Can deliver virtually with appropriate web / teleconference support. |
| **Implementation Readiness Workshop** | ➢ Ⓟ Validated implementation plan<br>➢ Ⓟ Validated adoption plan<br>➢ Ⓟ 30-60-90 day stabilization and follow-up plan<br>➢ Ⓟ Risks, mitigations and contingencies<br>➢ Ⓟ Validated implementation and post-Implementation timeline | It's not over until it's up, running and stabilized. Too often, teams work to unreasonable implementation deadlines, without ensuring readiness for change. It's also common for teams to declare victory then walk away from the change effort on day-1 of implementation. Post-implementation stabilization and adoption is critical for lasting and sustainable change. This workshop helps teams get it right—reaching the goal of change that brings sustainable results. | • Scope determines the length of time needed (can be 1/2 to 2 days)<br>• Requires participation of key leaders / managers that encompass the scope<br>• Gathering participants face-to-face is recommended. Can deliver virtually with appropriate web / teleconference support. |

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## Process Improvement / Process Management Workshops

| Process Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Process Roadmap Workshops** | ➢ Identified core processes for area of scope, aligned to strategic direction<br>➢ Measurable targets for success<br>➢ Process scope, boundaries, interactions<br>➢ Gap assessment<br>➢ Key process outcomes with milestone dates<br>➢ Key actions / engagement to support changes<br>➢ Roadmap with timeline | This workshop shapes the process direction for a business area, aligns the scope of change, and defines the measures of success. Based on the gap to get from where we are to where we want to be, key process outcomes and actions required are defined, along with the required roles engagement. Barriers to success are identified, along with accompanying actions for mitigation / management. Approach is defined, and key milestones and actions are anchored to a timeline to produce an overall roadmap to guide process improvement / management initiatives. | • One or more workshops. Scope determines time required (typically one or more workshops of 1/2 to 2 days in length.)<br>• Requires participation of executives / leaders that encompasses the scope of change.<br>• Gathering participants face-to-face is recommended. |
| **Process Assessment and Action Planning Workshop** | ➢ Assessment approach, including validation of process performance targets<br>➢ Process performance results to success indicators, including data, people engagement and tools / technology support<br>➢ Alignment assessment<br>➢ Actions defined to restore alignment<br>➢ Roadmap with key milestones / actions timeline | Process performance and alignment to data, people engagement, and tools / technology is critical for productivity and sustainability. Additionally, these must continue to align with organization strategy and direction. This workshop raises awareness of performance and alignment / gaps, and puts a roadmap in place to guide initiatives to address process health and attain alignment across the organization. | • Scope determines the length of time needed (can be 1 to 2 days)<br>• Requires participation of key leaders / managers that encompass the scope<br>• Gathering participants face-to-face is recommended, but portions of assessment review and action planning may be accomplished virtually with web / teleconference support |

| Process Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Process Improvement Workshop** | ➢ Process scope and boundaries<br>➢ Process improvement targets and success indicators<br>➢ Process models (includes current and to-be models), aligned to roles engagement and tools / technology support<br>➢ Prioritized opportunities for improvement<br>➢ Process risk assessment, and controls defined<br>➢ Process improvement engagement plan | Process improvement workshop(s) bring the right people together to collectively assess existing processes, identify and prioritize opportunities for improvement, define process targets and measures, ensure alignment with data needs, people engagement and supporting tools / technology. The workshop team also assesses process risks and defines controls, identifies barriers to implementation with actions for mitigation / management. and establish the plan for improvement and monitoring. | • May be a series of workshops, Scope determines the length of time needed (can be multiple workshops, from 1/2 day to 3 days in length)<br>• Requires participation of key people who manage and engage in the process area(s) that encompass the scope<br>• Gathering participants face-to-face is recommended for start-up, then continue with virtual workshops with web / teleconference support |
| **Process Design Workshop (to design "new" processes)** | ➢ Process scope and boundaries<br>➢ Process design targets and success indicators<br>➢ Process models (includes to-be models), aligned to data needs, roles engagement and tools / technology support<br>➢ Process risk assessment, and controls defined<br>➢ Process design engagement plan | Process design workshop(s) bring the right people together to collectively define new work processes, fitting them in to the context of the business, ensuring alignment to data needs, people engagement and tools / technology support. Risks are assessed, and controls identified to mitigate / manage risk. Stakeholders are identified. Barriers to implementation are identified with actions for mitigation / management. A plan for process design engagement / implementation is established, including monitoring. | • May be a series of workshops, Scope determines the length of time needed (can be multiple workshops, from 1/2 day to 3 days in length)<br>• Requires participation of key people who manage and engage in the process area(s) that encompass the scope<br>• Gathering participants face-to-face is recommended for start-up, then continue with virtual workshops with web / teleconference support |

| Process Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Process Risk and Controls Workshop** | ➢ Process risks, with severity, probability and visibility assessments<br>➢ Controls for risks above the tolerance limit<br>➢ Actions / owners for controls implementation<br>➢ Timeline with milestones and actions for delivery | The workshops helps to identify, assess process risks, and define controls that must be put in place to manage the risks, according to the risk tolerance of the organization. Action plans are established, with owners the due dates, to establish the controls required. | • Scope determines the length of time needed (can be 1/2 to 2 days)<br>• Requires participation of key people who manage and engage in the process area(s) that encompass the scope<br>• Gathering participants face-to-face is recommended. Can deliver virtually with appropriate web / teleconference support. |
| **Process Assessment Workshop** | ➢ Assessment findings, including process performance to stated target metrics, roles engagement, supporting technology / tools alignment.<br>➢ Action plan for resolving process issues / gaps. | The Process Assessment Workshop enables review of current processes to stated targets and metrics. It also assess the engagement of people and use of tools / technology as supporting elements to the process, to assess alignment and overall process health. | • Scope determines the length of time needed (can be 1/2 to 2 days)<br>• Requires participation of key people who manage and engage in the process area(s) that encompass the scope<br>• Gathering participants face-to-face is recommended. Can deliver virtually with appropriate web / teleconference support. |

| Process Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Work-in-Progress Reviews** | ➢ Validation of progress for process change effort<br>➢ Everyone on same page with deliverables and tasks<br>➢ Issues identified and assigned for resolution<br>➢ Next steps validated | Coordination of resources is easier in the front-end of change efforts, when the number of engaged resources are smaller. As the team grows in size during later project phases, it is increasingly difficult to keep everyone on the same page and aware of the inter-connectedness of deliverables.<br><br>Work-in-Progress Reviews bring key team members and stakeholders together to ensure that progress is visible, and people are on the same page regarding deliverables, timing, issues and next steps. | • Typically 2-hours to half-day<br>• Requires participation of key people who engage in the change effort or are critical stakeholders<br>• Can deliver virtually with appropriate web / teleconference support. |
| **Implementation Readiness Workshop** | ➢ Validated implementation plan<br>➢ Validated adoption plan<br>➢ 30-60-90 day stabilization and follow-up plan<br>➢ Risks, mitigations and contingencies<br>➢ Validated implementation and post-Implementation timeline | It's not over until it's up, running and stabilized. Too often, teams work to unreasonable implementation deadlines, without ensuring readiness for change. It's also common for projects to declare victory then walk away from the change effort on day-1 of implementation. Post-implementation stabilization and adoption is critical for lasting and sustainable change. This workshop helps teams get it right—reaching the goal of change that brings sustainable results. | • Scope determines the length of time needed (can be 1/2 to 2 days)<br>• Requires participation of key leaders / managers that encompass the scope<br>• Gathering participants face-to-face is recommended. Can deliver virtually with appropriate web / teleconference support. |
| **All workshops are customized to fit your specific needs.**<br>**Contact us to discuss your challenge and situation, and we can design a work session to deliver the outcomes you require.** | | | |

## Technology Definition Workshops

| Technology Definition Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Scope and Features Workshop** | ➢ Clearly defined Scope<br>➢ Clearly articulated features for supporting technology<br>➢ Measurable targets for success<br>➢ Traceability to Business Processes<br>➢ Assumptions, Dependencies, Constraints<br>➢ Stakeholder and Subject-Matter-Expert identification | This workshop enables teams to clearly define scope, and articulate features for supporting technology. Features are mapped to business processes, to begin traceability. Scope and process areas impacted help to identify the key stakeholders and subject-matter-experts to be included in the next-steps of technology definition. | • Workshop is typically 1 to 2 days<br>• Requires participation of Business and IT leaders / managers / key subject-matter-experts that encompasses the scope of technology change.<br>• Gathering participants face-to-face is recommended. |
| **Business Requirements Definition Workshop** | ➢ Þ Validated Scope<br>➢ Þ Business Requirements, prioritized, traced to features / process<br>➢ Þ Roles engagement<br>➢ Þ User experience to support business requirements<br>➢ Þ Data access and usage<br>➢ Þ Assumptions, Dependencies, Constraints | Business Requirements definition is anchored clearly through the guided facilitation of all partners—Business, IT, subject matter experts, and often vendors and quality professionals. Requirements are prioritized to enable sizing that can explore multiple implementation options. As requirements details are explored, outputs are created that are jointly defined and owned by both Business and IT establishing broader understanding, and synchronized expectations. Jointly-defined requirements accelerate the back-end of the development cycle, eliminating re-work and setting the stage for successful testing and implementation. | • May require a series of workshops, depending on breadth of scope. Each workshop is typically 1 to 3 days.<br>• Requires participation of Business and IT managers / subject-matter-experts that encompasses the scope of technology change. May also include vendors, quality professionals, and others who add value to the definition of requirements.<br>• Gathering participants face-to-face is recommended. In the case of multiple workshops, some may be held virtually with appropriate web meeting and teleconference support. |

| Technology Definition Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Test Strategy and Planning Workshop** | ➢ Validate Test strategy<br>➢ Risk assessment<br>➢ Test Plan foundations<br>➢ Acceptance criteria<br>➢ Action Plan for completing Test Plan details, scripts, and readiness requirements | This workshop enables the team to clearly think through risks, testing approach, acceptance, and required data. The workshop also enables the team to clearly delineate roles for testing to ensure that perspectives from IT and Business acceptance are included. | • Typically requires 1 to 2 days, depending on scope.<br>• Requires participation of Business and IT experts that encompasses the scope of technology change. May also include vendors, quality professionals, and others who add value to the definition of testing.<br>• Gathering participants face-to-face is recommended, and in some cases may be done virtually with appropriate web meeting and teleconference support. |
| **Implementation Approach Workshop** | ➢ Implementation strategy / approach<br>➢ Implementation plan foundations<br>➢ Phasing / implementation timeline<br>➢ Communication approach and plan foundations<br>➢ Training considerations<br>➢ Action Plan for completing Implementation Plan details and readiness requirements | This workshop enables the team to clearly think through implementation risks, approach, readiness, and adoption. The workshop also enables the team to delineate approach and process for communicating progress, and information necessary to ensure implementation readiness and adoption. | • Typically requires 1 to 2 days, depending on scope.<br>• Requires participation of Business and IT experts that encompasses the scope of technology change. May also include vendors, quality professionals, and others who add value to the implementation decisions.<br>• Gathering participants face-to-face is recommended, and in some cases may be done virtually with appropriate web meeting and teleconference support. |

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| Technology Definition Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Work-in-Progress Reviews** | ➤ Validation of progress for technology change effort<br>➤ Everyone on same page with deliverables and tasks<br>➤ Issues identified and assigned for resolution<br>➤ Next steps validated | Coordination of resources is easier in the front-end of project efforts, when the number of engaged resources are smaller. As the team grows in size during later project phases, it is increasingly difficult to keep everyone on the same page and aware of the inter-connectedness of deliverables.<br><br>Work-in-Progress Reviews bring key team members and stakeholders together to ensure that progress is visible, and people are on the same page regarding deliverables, timing, issues and next steps. | • Typically 2-hours to half-day<br>• Requires participation of key people who engage in the change effort or are critical stakeholders<br>• Can deliver virtually with appropriate web / teleconference support. |
| **Test Readiness Workshop** | ➤ Validated readiness for testing<br>➤ Validated testing engagement and definition of success<br>➤ Escalation process<br>➤ Actions and timeline to complete readiness | Test readiness workshops ensure that all things are prepared for successful testing, that engagement is understood, and that escalation has been defined. | • Typically half-day to 1.5 days.<br>• Requires participation of key people who engage in the testing effort.<br>• Can deliver virtually with appropriate web meeting / teleconference support. |
| **Implementation Readiness Workshop** | ➤ Validated implementation readiness<br>➤ Validated adoption plan<br>➤ 30-60-90 day stabilization and follow-up plan<br>➤ Risks, mitigations and contingencies<br>➤ Validated implementation and post-Implementation timeline | It's not over until it's up, running and stabilized. Too often, teams work to unreasonable implementation deadlines, without ensuring readiness for change. It's also common for projects to declare victory then walk away from the change effort on day-1 of implementation. Post-implementation stabilization and adoption is critical for lasting and sustainable change. This workshop helps teams get it right—reaching the goal of change that brings sustainable results. | • Typically half-day to 1.5 days<br>• Requires participation of key leaders / managers that encompass the scope<br>• Gathering participants face-to-face is recommended. Can deliver virtually with appropriate web meeting / teleconference support. |
| **All workshops are customized to fit your specific needs.**<br>**Contact us to discuss your challenge and situation, and we can design a work session to deliver the outcomes you require.>** | | | |

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## Project Support Workshops

| Project Support Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Scope and Chartering Workshop** | ➢ Project problem and purpose statement<br>➢ Clearly defined Scope<br>➢ Measurable targets for success<br>➢ Assumptions, Dependencies, Constraints<br>➢ Stakeholder and Team identification<br>➢ High-level timeline | This workshop builds the foundation for the project effort. It includes clear definition of purpose and scope, and identifies measures for success. Stakeholders and key team members are identified, along with overall project structure and approach, setting the stage for successful project launch. | • Workshop is typically 1 to 2 days.<br>• Requires participation of leaders / managers that encompasses the project scope.<br>• Gathering participants face-to-face is recommended. |
| **Rules of Engagement Workshop** | ➢ Team roles<br>➢ Engagement model<br>➢ Communication and Escalation processes<br>➢ Assumptions, Dependencies, Constraints<br>➢ Project reporting and tracking approach | Rules of Engagement lay the foundation for how the team is going to work together. It takes the guess-work out of team engagement during the project. | • Workshop is typically 1 to 1.5 days.<br>• Requires participation of leaders / managers that encompasses the project scope.<br>• Can be held virtually with appropriate web meeting and teleconference support. |
| **Problem Definition and Root Cause Analysis** | ➢ Defined problem and scope<br>➢ Root cause(s) identified<br>➢ Probability, Severity, visibility defined<br>➢ High-level Action Plan for next steps | This workshop helps you isolate the symptoms from the problem, and explore root cause(s) to enable targeted solutions that make a difference. | • Workshop is typically half-day to 1.5 days.<br>• Requires participation of leaders / managers / experts that encompasses the problem scope.<br>• Gathering participants face-to-face is preferred, but can be held virtually with appropriate web meeting and teleconference support. |

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| Project Support Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Prioritization Workshop** | <ul><li>Prioritized items</li><li>Plan for moving high-priority items forward</li></ul> | We are constantly faced with making decisions regarding what to do first, and how to get the right work done. Whether planning large-scale initiatives and change, prioritizing programs and projects, or managing project priorities, the Prioritization Workshop can help you establish decision criteria and set priorities with sound business rationale. | <ul><li>Workshop is typically half-day to 1 day.</li><li>Requires participation of leaders / managers that encompasses the decisioning scope.</li><li>Can be held virtually with appropriate web meeting and teleconference support.</li></ul> |
| *Process, People and Technology Workshops* | | To define key project deliverables, including process design / improvement, technology definition, risk assessment, team engagement, see those specific workshop offerings:'<br><br><ul><li>**Process Improvement / Process Management Workshops**</li><li>**Technology Definition Workshops**</li><li>**Team Engagement Workshops**</li></ul> | |
| **Implementation Approach Workshop** | <ul><li>Implementation strategy / approach</li><li>Implementation plan foundations</li><li>Phasing / implementation timeline</li><li>Communication approach and plan foundations</li><li>Training considerations</li><li>Action Plan for completing Implementation Plan details and readiness requirements</li></ul> | This workshop enables the team to clearly think through implementation risks, approach, readiness, and adoption. The workshop also enables the team to delineate approach and process for communicating progress, and information necessary to ensure implementation readiness and adoption. | <ul><li>Typically requires 1 to 2 days, depending on scope.</li><li>Requires participation of experts that encompasses the scope of change. May also include vendors, quality professionals, and others who add value to the implementation decisions.</li><li>Gathering participants face-to-face is recommended, and in some cases may be done virtually with appropriate web meeting and teleconference support.</li></ul> |

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| Project Support Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Work-in-Progress Reviews** | ➢ Validation of progress for the change effort<br>➢ Everyone on same page with deliverables and tasks<br>➢ Issues identified and assigned for resolution<br>➢ Next steps validated | Coordination of resources is easier in the front-end of project efforts, when the number of engaged resources are smaller.  As the team grows in size during later project phases, it is increasingly difficult to keep everyone on the same page and aware of the inter-connectedness of deliverables.<br><br>Work-in-Progress Reviews bring key team members and stakeholders together to ensure that progress is visible, and people are on the same page regarding deliverables, timing, issues and next steps. | • Typically 2-hours to half-day<br>• Requires participation of key people who engage in the change effort or are critical stakeholders<br>• Can deliver virtually with appropriate web / teleconference support. |
| **Implementation Readiness Workshop** | ➢ Validated implementation readiness<br>➢ Validated adoption plan<br>➢ 30-60-90 day stabilization and follow-up plan<br>➢ Risks, mitigations and contingencies<br>➢ Validated implementation and post-Implementation timeline | It's not over until it's up, running and stabilized. Too often, teams work to unreasonable implementation deadlines, without ensuring readiness for change.  It's also common for projects to declare victory then walk away from the change effort on day-1 of implementation. Post-implementation stabilization and adoption is critical for lasting and sustainable change.  This workshop helps teams get it right—reaching the goal of change that brings sustainable results. | • Typically half-day to 1.5 days<br>• Requires participation of key leaders / managers that encompass the scope<br>• Gathering participants face-to-face is recommended.  Can deliver virtually with appropriate web meeting / teleconference support. |
| **All workshops are customized to fit your specific needs.**<br>**Contact us to discuss your challenge and situation, and we can design a work session to deliver the outcomes you require.** | | | |

## Team Engagement Workshops

| Team Engagement Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Rules of Engagement Workshop (Project)** | ➢ Team roles<br>➢ Engagement model<br>➢ Communication and Escalation processes<br>➢ Assumptions, Dependencies, Constraints<br>➢ Project reporting and tracking approach | Rules of Engagement lay the foundation for how the team is going to work together.   It takes the guess-work out of team engagement during the project. | • Workshop is typically 1 to 1.5 days.<br>• Requires participation of leaders / managers that encompasses the project scope.<br>• Gathering participants face-to-face is preferred, but can be held virtually with appropriate web meeting and teleconference support. |
| **Team Engagement Improvement Workshop** | ➢ Team  / cross-team roles<br>➢ Engagement model<br>➢ Communication and Escalation processes<br>➢ Assumptions, Dependencies, Constraints<br>➢ Work  challenges prioritized, and opportunities for improvement selected<br>➢ Action plan and timeline for improvement implementation<br>➢ Agreement on monitoring progress | The Team Engagement Improvement Workshop identifies and prioritizes team and cross-team challenges, and defines a plan for implementing improvements.  Teams commit to roles, work processes, and approach for monitoring progress,. | • Workshop is typically 1 to 2 days.<br>• Requires participation of leaders / managers that encompasses the scope of included teams.<br>• Gathering participants face-to-face is recommended. |

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| Team Engagement Workshops | Typical Outputs | Description | Delivery Considerations |
|---|---|---|---|
| **Intentional Communication Workshop** | ➢ Communication and interaction preferences validated for individuals and team(s)<br>➢ Techniques for effective communication and workplace interactions<br>➢ Individual and team work plans for improvement<br>➢ Agreement on monitoring progress | Despite good intentions, individuals and teams often have difficulty engaging productively. This workshop helps people identify their own preferences for taking in information, making decisions, and engaging with others. Techniques for effective engagement are explored, and the individuals / teams set their own course for improvement. | • Typically 2 days.<br>• This workshop can benefit participants from any level in the organization.<br>• Face-to-face participation is recommended. |
| **Work-in-Progress Reviews** | ➢ Validation of progress for the change effort<br>➢ Everyone on same page with deliverables and tasks<br>➢ Issues identified and assigned for resolution<br>➢ Next steps validated | Coordination of resources is easier in the front-end of change efforts, when the number of engaged resources are smaller. As the team grows in size during later project phases, it is increasingly difficult to keep everyone on the same page and aware of the inter-connectedness of deliverables.<br><br>Work-in-Progress Reviews bring key team members and stakeholders together to ensure that progress is visible, and people are on the same page regarding deliverables, timing, issues and next steps. | • Typically 2-hours to half-day<br>• Requires participation of key people who engage in the change effort or are critical stakeholders<br>• Can deliver virtually with appropriate web / teleconference support. |
| **All workshops are customized to fit your specific needs.**<br>**Contact us to discuss your challenge and situation, and we can design a work session to deliver the outcomes you require.** | | | |