

TEAM OPERATING CULTURE

CAPABLE PEOPLE DO NOT AUTOMATICALLY BECOME A HIGH-PERFORMING TEAM.

A facilitated journey that strengthens the mindsets, habits and practical operating system behind alignment, healthier conversations and consistent execution.

DESIGNED FOR

Intact teams and their leaders

FORMAT

5 connected half-day sessions

RHYTHM

Typically spaced two weeks apart



LEARNING MADE VISIBLE

Reflection. Practice. Honest conversation. Shared commitment.

WHERE PERFORMANCE BEGINS TO BREAK

01 Priorities are understood differently

02 Roles, ownership or decisions remain unclear

03 Important conversations are delayed or avoided

04 Meetings create activity without alignment

05 Trust and openness weaken under pressure

06 Commitments lose momentum after the meeting

THREE LEVELS OF CHANGE

The team leaves with stronger mindsets, better habits and a practical operating system.

MINDSET

How people view responsibility, trust, feedback, conflict and contribution.

HABITS

How they listen, communicate, challenge, decide and follow through.

SYSTEM

The agreements, roles and operating rhythms that make better behaviour sustainable.

THE PROGRAMME ARCHITECTURE

FIVE STAGES. ONE CONNECTED SYSTEM.

Each stage builds on the last, with space between sessions to apply, reflect and adjust in real work.

LEARNING BY DOING

Learning sticks when people reflect, practise, apply and commit.

30%

ESSENTIAL CONCEPTS

70%

APPLICATION, PRACTICE & COMMITMENT

01

SESSION

PERSONAL RESPONSIBILITY & TEAM CONTRIBUTION

Responsibility, ownership and contribution—making visible what each person brings into the shared team space.

PRACTICAL OUTPUT

Personal Contribution Map

02

SESSION

COMMUNICATION

RASA listening, the 4 Ineffective Communication Approaches, intention versus impact and clearer agreements.

PRACTICAL OUTPUT

Communication Agreement

03

SESSION

FEEDBACK

ACE feedback, COIN difficult conversations, appreciation, coaching, responsible challenge and accountability.

PRACTICAL OUTPUT

Feedback Charter

04

SESSION

TEAM ALIGNMENT — THE FOUNDATIONS OF GREAT TEAMS

Team Effectiveness Triangle, shared purpose, common understanding, psychological safety, clearer roles and working agreements.

PRACTICAL OUTPUT

Team Alignment Map

05

SESSION

THE TEAM OPERATING SYSTEM

Priorities, decisions, meeting disciplines, KPIs, operating rhythms and a focused 90-day activation plan.

PRACTICAL OUTPUT

90-Day Team Operating Plan

A CONNECTED JOURNEY

The five-stage architecture gives direction. The emphasis, exercises and outputs are tailored after sponsor discovery and the pre-programme baseline.

MEASUREMENT, FRAMEWORKS & REINFORCEMENT

MEASURE MOVEMENT— NOT ONLY ATTENDANCE.

Success is defined with the sponsor before the journey, observed through application, then reviewed against the same dimensions afterwards.

01 · BEFORE	02 · DURING	03 · AFTER
Define the baseline - Sponsor discovery and success criteria - Confidential pre-programme team survey - Priority behaviours and current operating patterns	Turn insight into practice - Behaviour commitments and workplace experiments - Reflection, practice and team outputs - Signals from real work between sessions	Compare and reinforce - Post-programme survey using the same dimensions - Sponsor observations and baseline comparison - Recommendations and 90-day activation

OPTIONAL REINFORCEMENT

A 30–45 day review can examine what has held, what has slipped and what the team needs to reinforce.

SELECTED FRAMEWORKS USED IN THE JOURNEY

01 4 INEFFECTIVE COMMUNICATION APPROACHES Looking Good · Being Right · People Pleasing · Fixing	02 PERSONAL RESPONSIBILITY & CONTRIBUTION Reflect on ownership, habits and the contribution each person chooses to strengthen
03 RASA LISTENING PRACTICE Receive · Appreciate · Summarise · Ask	04 ACE FEEDBACK LENS A practical structure for clearer feedback conversations
05 COIIN DIFFICULT CONVERSATION FRAMEWORK Prepare and navigate the conversations people often avoid	06 WHO / WHAT / WHEN / WHAT IF Turn discussion into clear commitment and follow-through
07 TEAM EFFECTIVENESS TRIANGLE Shared Purpose · Common Understanding · Psychological Safety	08 TEAM CULTURE MAP Make helpful and unhelpful team behaviours visible

PARTICIPANT TOOLKIT

Participants receive the core frameworks, conversation planners, reflection prompts, habit commitment cards and team templates used throughout the journey—so the learning remains usable after the sessions end.