

Agreements for Excellence™

CREATING INTERLOCKING ACCOUNTABILITY THROUGH COMMON VISION AND PURSUIT OF RESULTS.

"It takes great courage to dedicate yourself to realizing your dreams and the pursuit of your own excellence. This is the work of personal accountability." — Mark Samuel, author of The Accountability Revolution



Description and Benefits

Agreements for Excellence is implemented to develop cross-functional accountability in management teams, project teams and critical department teams. This two-day working session focuses on achieving measurable results for achieving business priorities, improving performance execution and enhancing team relationships. After developing clear stretch goals, agreements are created to improve performance, achieve project deliverables and improve team interactions. Territorialism and non-productive competition is minimized; open sharing of information and resources is maximized.

Agreements are regularly tracked in team meetings using a process of "interlocking accountability". Based on continual focus and clarity, people come away from the two-day session knowing that they accomplished real work in a shorter time than in their previous experiences. They also realize that their accountability is not only for their functional responsibilities, but also for the success of the entire team.

A follow-up session four to six months later is required to measure results. A SUSTAINABLE WAY guarantees a 50% improvement in Success Factors of performance execution and 15% improvement in team relationships. Leadership teams find their business priorities are achieved in less time, while project teams achieve their project goals in less time using fewer resources.

Tools Gained During the Working Session

In addition to deliverables that result in profitable business outcomes, participants gain a number of tools that assist them in their leadership roles:

- A process for resolving interpersonal and intra-group conflict
- A process for hiring and orienting new team members that focuses on results as well as roles
- A method for coaching non-performers based on agreed-upon commitments
- A system for recognizing the team and individuals for improved performance results as well as achievement of business priorities
- A process for tracking priorities and insuring accountability for timelines and cross-functional agreements
- A system for completing project plans within one hour that provides team members a clear picture of success for the project that is trackable and measurable
- An approach for managing and leading effective (meaningful) team meetings

About Us:

We are a full-service organizational effectiveness consultancy devoted to maximizing your investment in human capital in a sustainable, socially responsible way.

Services we offer in addition to executive coaching include:

- Strategic planning
- Change management
- Team and leadership development
- Experiential learning simulations
- Competency modeling
- HR Scorecards
- Consultative facilitation
- Organizational alignment programs
- Culture change



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helping organizations achieve a sustainable advantage...in a sustainable way.

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THREE DAY AGENDA (TWO DAYS PLUS FOLLOW-UP)



Pre-Program

Prior to the working session, A SUSTAINABLE WAY consultants meet with the team leader and selected team members, sponsors or customers to identify goals and issues. During these meetings, a clear set of deliverables is established specific to meeting the needs of the team and the organization.

Day 1

- Introduction and Administration of the Team Interaction Questionnaire
- Team Accountability Linked to Organizational & Team Goals
- Creating a Team Vision of Excellence
- Developing 20 to 35 Success Factors of Performance Execution
- Creating a Baseline Measurement for Success Factors
- Selecting Improvement Goals and Developing Action Plans

Day 2

- Identifying the "Top Ten" Team Business Priorities
- Clarifying Project Leaders and Project Plans for Each Business Priority
- Meeting Effectiveness to Insure Accountability
- Interlocking Accountability and Team Representation
- Review the Team Interaction Questionnaire Summary
- Develop Team Interaction Agreements to Improve Trust, Communication, Managing Conflict, Decision Making, and Overall Team Effectiveness
- Close the Session by Reviewing Commitments and the Implementation Manual for Sustaining Results
- Note: The working session outputs are organized in an Implementation Kit that insures easy tracking and follow-up at future team meetings.
- Assess the Commitment to the Team Interaction Agreements
- Develop New Team Interaction Agreements

Day 3

Follow-Up Day to Measure Results

- Review General Accomplishments and Challenges
- Re-assess Success Factors of Performance Execution
- Review Achievement of Improvement Goals
- Develop New Improvement Goals and Action Plans
- Assess Progress Made on the "Top Ten" Priority Projects
- Make Adjustments on Priorities as Necessary
- Re-take the Team Interaction Questionnaire for a Comparative Assessment
- Assess the Commitment to the Team Interaction Agreements
- Develop New Team Interaction Agreements


a sustainable way
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