



Building a Cohesive Workforce

...Henry Ford:

“Coming together is a beginning.

Keeping together is progress.

Working together is success”.

...establish a shared goal:

- Determine the mission
- Involve the team from the beginning of the process
- Encourage contributions
- Break objectives into small achievable bites



...communication:

- Construct communication channels to benefit the team
- Move from “I” to “we”
- Select your communication tools
- Create key messages
- Analyse your audience for effective communication



...communication:

“With remarkable consistency, the data confirmed that communication plays a critical role in building successful teams. We’ve found patterns of communication to be the most important predictor of a team’s success.”

...positive and negative:

- Be open and honest about wins and losses
- Selectively celebrate the positives
- Help the team identify the negatives
- Agree upon the solutions together



...everyone's success:

Journey

Break the silos

Accessible

Holistic

Inclusive

Customer

Stop the Us/Them

Organisation



...the journey:

Evolve

Destination

Changing

Cohesive

Dynamic

Living Process

Customer

Service Delivery

