

General Management Services

Level 4 –Senior Team Performance

What Is It?

This service is an introduction to Senior Team Performance Management. One of the most important elements in making organisations successful is teamwork. If the senior management group does not work as a team then there is little chance that the rest of the employees will work together effectively.

The General Manager requires the ability to motivate, lead and communicate effectively. Developing teamwork is a key skill for a general manager. A team will go through phases of development and members will probably change on a regular basis. The general manager has to be constantly evaluating team performance and taking action when things are not going according to plan. The most useful technique in improving performance is “coaching”. This can be used on individuals and teams, but it takes skill and experience to deliver the best results.

There are also other well tried methods which can be deployed to analyse individuals in teams and identify team strengths and weaknesses. These can be introduced if the team productivity is unacceptable.

What are the advantages to my organisation?

- **Experienced General Management:** Your team will be able to work with an experienced General Manager and learn some of the key principles in developing a strong management team.
- **Cost Effective:** With the EBS service a client can use the services on an hourly basis – for instance to facilitate a senior team meeting, or coaching individual team members to improve performance.
- **Senior Management Development:** Our General Management professionals are experienced business coaches who can help grow the knowledge, skills and confidence of the whole team as well as specific individuals.

What Is Included?

An experienced EBS General Management professional will carry out an assessment of the team performance and productivity. A report will be developed with recommendations on improving teamwork. The following items will be included:-

- **Team Roles** – understanding the characteristics of the team and the preferred team roles of team members.
- **Team Exercises** – developing practical exercises to enhance team work.
- **Coaching** – using established coaching tools such as GROW to develop individuals and the team.
- **Addressing Poor Performance** – counselling and performance management for non performing team members.
- **Feedback** – measuring the motivation and satisfaction levels of team members.
- **Visioning** – ensuring that the team members have a common vision of what constitutes success for the business.
- **Motivation** – motivating the team to perform at consistently high levels.
- **Top 10 Rules** – agreeing the top 10 rules which the team members will use to govern the way they work together.
- **Communication** – enhancing communication skills between team members.

How Do We Work?

The work will be carried out by an experienced EBS General Manager who would carry out a series of in depth interviews with the Directors and observe senior team meetings in action.

What Does It Cost?

The EBS Senior Team Performance service is charged at the rate of **£140 per hour + VAT**.

About EBS General Management Services

EBS General Management is a specialist area of service from EBS Management Resources, a multi-disciplinary provider of business support services to companies with 15 - 100 employees. Service portfolios are provided for the key functions of Human Resources, Occupational Health, Marketing, Sales and General Management. EBS clients cover a wide range of industries and include Dayla, Bucks Net Services, Nottingham Forest Football Club and Red Door Communications.

The complete set of EBS General Management services includes:

- Level 1 – Senior Team Effectiveness
- Level 2 – Process Definition
- Level 3 – Leadership Training and Training in the Role of a Director
- Level 4 – Enhancing the Performance of The Senior Management Team
- Level 5 – Company Strategy and Business Planning

For more information on this service, please contact us on 01844 211084, or visit our website: www.ebs-management.co.uk.