

Team Coach Content

Team Agreements Team Charters

- Develop personal and team goals, establish roles and responsibilities, behavioural expectations, technology, timelines,
- **Example: Provide templates**

Personal Awareness

- Enhance self-awareness:
- Explore personality (MBTI, ITP Metrics assessment, values, strengths, interests and goals of each member of the team)
- **Example: ITP Metrics Personality Assessment**

Team Planning Process Framework

- Introduce team planning processes and tools
- **Example: Team Planning Process Framework**

Inclusive Communication

- Practice inclusive communication between all team members, including mutual inquiry, effective questioning, reflective and active listening and effective feed forward
- **Example: Giving and Receiving Feedback Activity**

Problem Solving & Conflict Resolution

- Apply problem solving and conflict resolution skills to improve team process, satisfaction and performance
- Resolution of team disagreements through consistent and open dialogue
- **Example: ITP Metrics Conflict Management Styles Assessment**

Reflection and Feedforward

- Consistent check-ins and evaluation of team process in application to team assignment and goals, individually and with teams
- **Example: Scheduled and facilitated team meetings with Team Coach**