TEAM MANAGEMENT

THE PROCESS

01 Define team principles
02 Clarify roles
03 Define key customers
04 Develop balanced scorecard
05 Analyse the work process

LEADERSHIP ROLES

01 Define the mission and the values
02 Plan the change process
03 Learn and practise
04 Model the desired behavior
05 Reinforce improvement
06 Evaluate results

CHANGE AGENT’S ROLE

Advising on the development of a project plan
Train and provide feedback
Contract with each team leadership
Diagnose process and helping solve problems
Reinforce positive behavior change
Evaluation