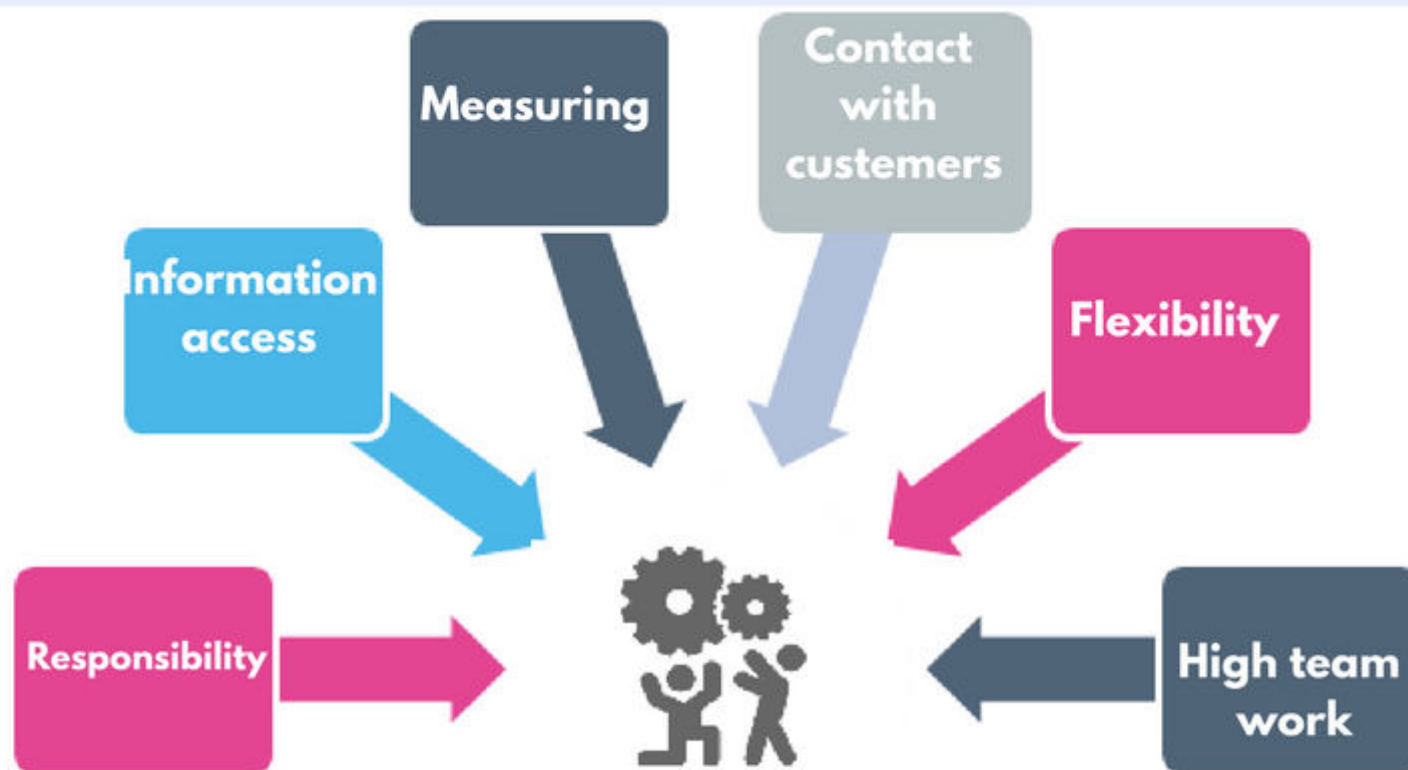


TEAM MANAGEMENT



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

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