

# Team Facilitation Capability Presentation

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# Guiding Principles for Problem Solving

- The overriding objective of each event is to solve problems and identify opportunities for improvement and the development of action plans
- The facilitator / moderator acts as process expert, but does not interfere with the subject matter
- The facilitator guides through the process and produces the event summary and distributes outcomes to participants (Photo and written protocol) for follow-up and action
- Each participant is an active contributor to the outcome of the event
- Results of semi-structured brain storming sessions include:
  - Idea Collections grouped and prioritized
  - Setting priorities for teams
  - Development of action plans with clearly defined roles and responsibilities



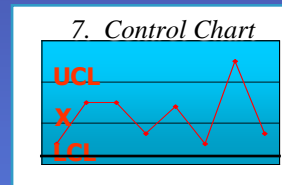
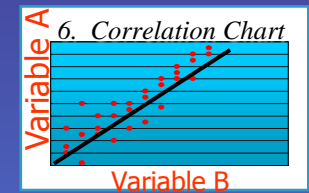
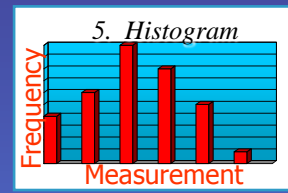
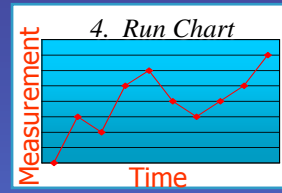
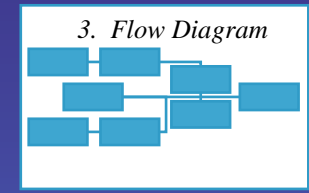
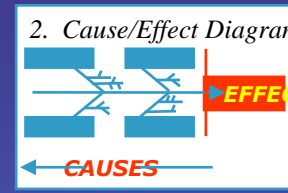
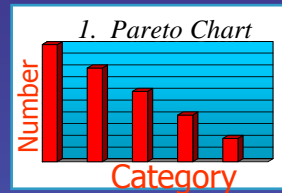
		URGENCY	
		High	Low
IMPORTANCE	High	<b>1</b> Urgent <b>and</b> important  Do it now	<b>2</b> Important <b>not</b> urgent  Decide when to do it
	Low	<b>4</b> Urgent <b>not</b> important  Delegate it	<b>3</b> <b>Not</b> important <b>not</b> urgent  Dump it
		Low	High



# Team Facilitation Capabilities, Tools & Techniques

## 1 Quality Tools

- Pareto Chart
- Fishbone Diagram
- Block Flow Diagram
- Histogram
- Correlation Chart (X/Y Plots)
- Run Charts
- Control Chart

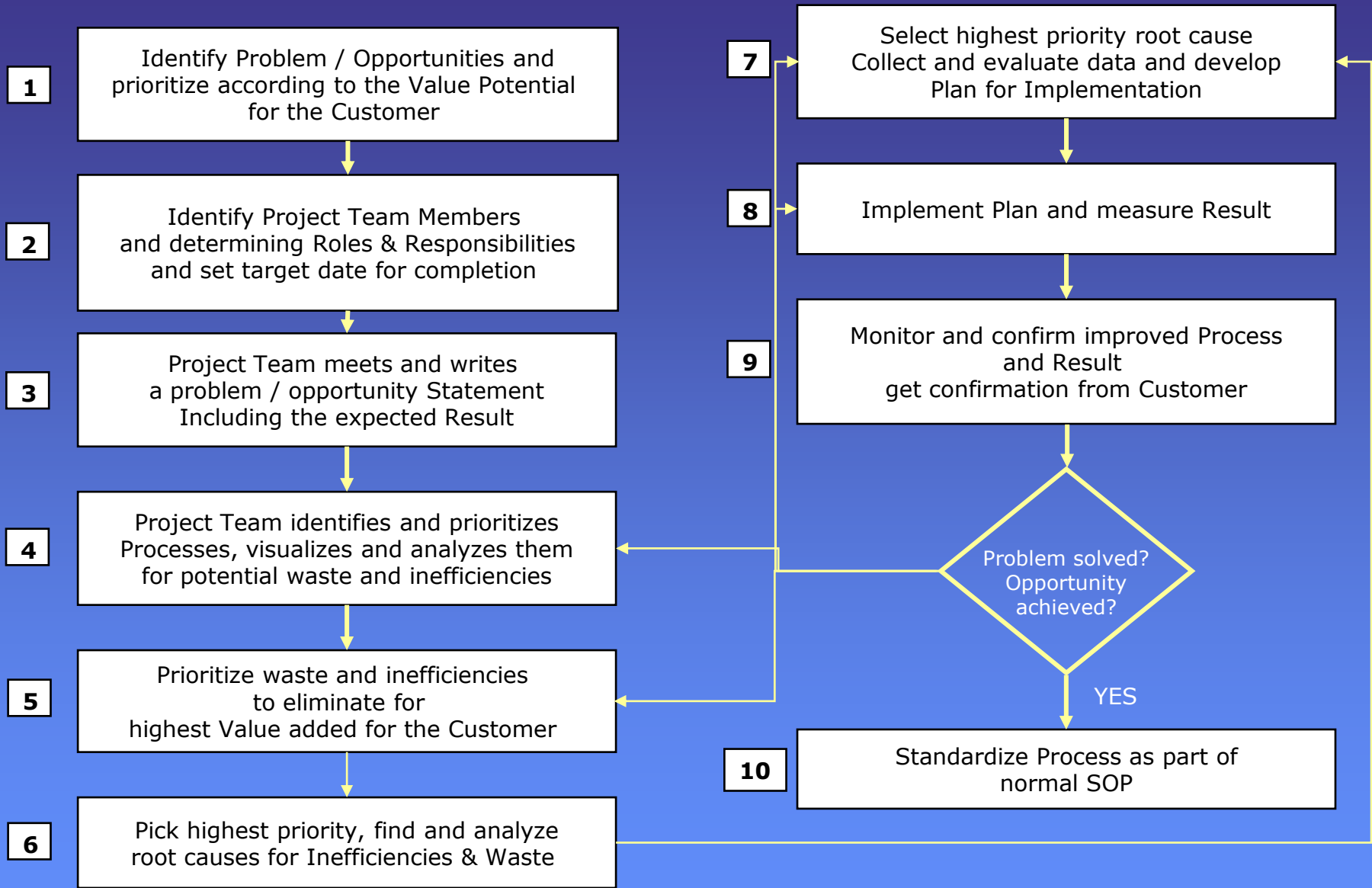


- 2 Traditional brain storming
- 3 Idea Collection and grouping
- 4 Affinity Planning
- 5 Network Identification
- 6 Voting & ranking variations
- 7 Stunning visualization of results

List for Prioritization			
	I T E M	Vote	Rank
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			



# Problem Solving Methodology / Opportunity Flow Chart



# Themes for Team Meetings

- What is our Team
  - Mission?
  - Strategy? (old / new)
  - Roles & Responsibilities?
- What are our most important products & services we provide?
- How can we improve the quality of our products & services?
- What is our short and long term plan?  
(Customers, products & services)
- How can we improve the effectiveness of our meetings?
- How can we improve customer satisfaction?
- How can we improve our time management?
- What are the new products & services we should provide?
- How can we increase our
  - Sales, Profit, Market Share, Profitability, Competitiveness
- How can we address changing customer needs?
- How can we reduce cost without sacrificing output quality & quantity?
- How can we do more with less?



# Process

- Project Initiation
  - Client / Epicenter Consulting meeting (face to face or T-CON, Skype etc.)
  - Project Definition, Scope, preliminary Time & Event Schedule
- Epicenter Consulting to submit final proposal to Client
  - Detailed T&E, Location, Participants, Tools, Logistics, expected outcome, overall timing & cost
- Event
- Communication of results, including recommendations for follow-up

