

The Cohesive Cross-Department Team



Working together is a must

- Although the different departments may have very different short-term objectives, what matters is the company bottom line.
- To maximize the company's results, the departments must co-operate in a cohesive manner.
- The difference between winning companies and the losers can always be related to a large extent to their respective abilities to create and nurture this cohesion.

Objectives of this program

- Create productive energy between departments to achieve company goals.
- Create mutual understanding about the respective departments' priorities.
- Know and understand what the other departments do.

Our 5-step approach

To achieve these objective we will carry out with you the following steps:

- Step 1: Assessment of your current situation.
- Step 2: Defining the areas for improvement.
- Step 3: Defining the actions and developing the customer-supplier model.
- Step 4: Implementation.
- Step 5: Follow-up.

Assessment of your current situation

- Review with Departments' Heads of:
 - What they need from the other departments.
 - What they provide to the other departments.
 - Their assessment of the information and communication processes.
- Quantitative and qualitative assessment of the performance on the deliverables.

Defining the areas for improvement

- Identifying the areas of weakness as well as the areas of strength.
- Identifying the causes of sub-optimal functioning.
- Identifying and mapping the mutual needs.

Defining the actions

- In order to develop the plan of actions, we will follow the SMART approach
 - Specific
 - Measurable
 - Ambitious
 - Realistic
 - Time-bound

Developing the customer-supplier model



- This model helps increase the level of accountability of the different team members.
- It creates clarity in the mutual needs and expectations.
- It insures that deliverables indeed get delivered.
- It increases the quality of co-operation.

Implementation

- Presentation of the results to the team.
- Set-up of the necessary procedures:
 - Information and communication
 - Customer-Supplier approach
 - Feedback procedures
- Develop a proactive mutual support culture.

Follow-up

- Within 3 months after implementation, we will review the progress made.
- If necessary, corrective actions will be taken to insure the proper implementation of the action plan.

Interested?



Then check with you're the rest of your team and
contact us at:

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