Performance Plan

By

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Abstract

This paper explores the Team Performance model and how it can greatly enhance the performance at Family Service and Guidance Center. This center is all about teamwork and this model could really make sure that the teams are working up to their full potential. Since we are working for the children of our future we need to make sure that we are on top of everything. Our agency is doing a very good job right now but there is room for improvement, and this paper will show you how we can improve our work for the children.

 Currently Family Service & Guidance Center has a staff of over 200 employees and all of these employees are set up on teams. We are an agency that provides mental health support to children in the Topeka area. We help children grieve the loss of a love one, deal with being in foster care, and provide Medication support for children that may need it. With this set up you can see why we need the teams that we currently have set up. Our teams are set up by specialty so that they can provide support to each other if they should need it. Should one individual be out and there is an emergency with a client then we will have a back up to help the child so that they are not left behind without help when it is needed the most. The children are our future so we have to make sure that we can help them the best possible way we can.

 The desired state for Family Service & Guidance center would be to implement the model I will be providing and explaining. With this model in place our teams will be more efficient and able to provide better service. We want to make sure that the children do not suffer because our teams cannot work together. We need to make sure that our company works to the best of its ability. It is not only important to have each of the teams work together as one but we also need to work together as one within the company. We need to run as one unit with several different little units within.

 The plan that I would like to propose would be the Team Performance Model. This model is specific to the team environment that Family Service & Guidance Center has. As you can see by the model below that there are 7 different steps to the Team Performance Model.



Step one is Orientation where the team members are introduced to each other. In this phase you need to make sure that all the team members are getting along and that all members feel that they belong to the team. It is very important if you want the team to function well together to make sure that everyone feels welcome.

Step two is the trust building stage. This is the time the team is building trust in each other knowing that they will be there should they ever need them, and in some cases they have even gone as far as going to a retreat to build team building or trust between everyone. Once everyone can trust each other the team will work as one and be able to provide great service.

Step three is the goal clarification stage. In this stage the team must sit down and clarify their goals that they are set out to provide to the children. You need to make sure that everyone is on the same page. And, once there is an understanding of the goals, the team can move to step number four which is the commitment phase. In this stage you need to commit to your goals, as everyone must decide what they are. You need to commit yourself to the team in order to work together as one.

 In the fifth stage it is the implementation stage. In this stage you are putting everything together and getting it up and running. This is a very important stage because this is when you will find out if your hard work as paid off. This will also be the stage where you find out if any tweaks or problems that may need to be solved. Stage six is the high performance phase, this is when all the work is going smoothly and everyone is working to their highest potential and working together as one.

The last phase is the renewal phase. Because team members can be tired with everything or new members may be added to the team you have renew the process to make sure that everything stays on track. I know that people come and go often and it could seem really stressful to have to do the renewal phase a lot it is really important to make sure that all the team members are on the same page and it is important to renew the process. The process needs to keep running smoothly. With this model you will have a unified structure and everyone would abide by the same model. It will make it easy on all the managers to know how to keep their team running smoothly and to know what to do when a new member joins the team.

 With this model I believe that all the current employees of Family Service & Guidance Center will take to this model and pick up on it quickly. I think that they will be happy because everyone will be taking to the same model. There are employees that can go from team to team and with everyone on the same model it will make it easy for that employee to renew and just jump right in. It is important for companies to promote advancement and with this model that will be even easier to do.

How will it be adopted? What is the implementation? You made a good case to use it but will there be training? Meetings? What are the expectations to implement the model?

 In conclusion I ask that you really look at this model and see how effective it will be if it is place within Family Service and Guidance Center. I think that if you give this model a try you will see your efficiency of your organization go up as well as your client satisfaction. We know how important it is to make sure that the customers are taken care of and with this model and all of the teams working as one I can assure you that the customer will be happy with the services they are receiving.

References:

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