

# Content

Day One	Day Two	Day Three
08:45-09:15	08:30-09:30	08:30-09:00
Arrival	Review Day One / Preview Day Two: Recap on day one learning Applications of learning presentations and individual and team implications Preview today.	Review Day Two / Preview Day Three: Recap on day one learning Applications of learning presentations Preview today.
09:15-09:45	09:30-10:30	09:00-09:45
Welcome, Introductions & Aims Programme and personal aims Fun team-based icebreaker.	Project "Forest Fire" Desk based desert survival exercise Used to generate conflict and argument around decision making Short "one-word" review	Teams & Client Relationships Client relationships management and teams. Impact of personality profiles on customer contact.
09:45-10:15	10:30-10:45	9.45-11:00
OPP – Personality Profile (1) Questionnaire introduction, administration and completion.	<i>Coffee</i>	Project "Liquidation", part 1 Working as one big team. Pre-activity meeting, briefing and organisation chart revealed Activity, part 1
10:15-11:00	10:45-12:30	11:15-11:30
So... what makes a great team then? Definition of a team v a group of individuals Characteristics of high performing teams, i.e., P.E.R.F.O.R.M. mnemonic Current state assessment of team using P.E.R.F.O.R.M. mnemonic	Managing Conflict in Teams Types and causes on conflict Fight, flight or freeze responses Conflict management styles – Thomas Kilman questionnaire Explanation of questionnaire and uses Link with OPP reports	<i>Coffee</i>
11:00-11:15	12:30-13:15	11:30-13:00
<i>coffee</i>	<i>Lunch</i>	Project "Liquidation", part 2 Working as one big team. Activity, part 1 running to completion Finale and cheque presentation
11:15-12:30	13.15-17:15	13:00-13:45
Project "Marbles" 4 x competing teams Set-up, activity and run. Review against elements of the P.E.R.F.O.R.M. mnemonic.	Project "Yomp" (Working in 2 competing teams of 8 people, outdoor project.) Activity briefing and team allocation Orienteering project, part 1. Mid point review Orienteering project, part 2	<i>Lunch (and clean-up / change clothes if necessary!)</i>
12:30-13:15	17:15-17:30	13:45-14:45
<i>Lunch</i>	<i>Tea</i>	Project Liquidation review Department and mini-team review OPP and Managing Conflict implications. Video analysis Full group review
13:15-15:00	17:30-18:30	14:45-15:00
OPP Personality Profile (2) Explanation and background to OPP theory and personality dimension Distribution of reports Explanations how to use the profile, what it means. Mini-group discussions to discuss implications and results	Project "Yomp" Review 2 x min-team review Video analysis Full group review	<i>Coffee</i>
15:00-15:15	18:30-18:45	15:00-15:45
<i>Tea</i>	Day Two Review Day one review Evening work briefing.	"Back to Work" Individual and team commitments to do things differently Getting very specific about who, what, where, when and how! P.E.R.F.O.R.M.
15.15-17:30	Evening Work - (max 45 mins)	15:45-16:00
Project "Enigma" (indoor/ outdoor) Working in teams of 4 (assuming 16 people) Briefing and team allocation & pre-activity review Activity, with video observations and interviews Grand finale	Mini-team / Hub discussions: Group discussion focusing on application on learning from today to real world teams and roles. Focus on team and individual Learning points on flip-charts. Prepare flips for presentations tomorrow.	Reflection, Summary & Close: Personal reflection Summary & close
17:30-18:30		
Project Enigma Review 4 x min-team review Video analysis Full group review Review using P.E.R.F.O.R.M. analysis and OPP reports to draw inferences		
18:30-18:45		
Day One Review Day one review Evening work briefing.		
Evening Work - (max 45 mins)		
Mini-team / Hub discussions: Group discussion focusing on application on learning from today to real world teams and roles. Learning points on flip-charts. Prepare flips for presentations tomorrow.		