



# **TOTAL TEAMWORK**

Created by David Ball

The **TOTAL TEAMWORK** Training/Coaching Program was developed over seventeen years to help individual contributors grow business/people skills and expand perspectives to maximize their efficiency, effectiveness, and job satisfaction. Training is conducted in (3) three hour, private sessions once a month for (6) six consecutive months. This in-person, experiential, spaced learning format has proven to increase retention and promote lasting



behavior change. Private sessions facilitate team learning by driving team interaction and opportunity to focus on company improvement. Optional monthly one-on-one coaching solidifies action plan design and accountability forged in an environment of confidentiality, support, and accountability.

- ◆ **Guaranteed Return on Investment. (ROI)**
- ◆ **One-on-one ICF certified professional coaching to maximize results.**
- ◆ **No trainers! Authored and presented by a seasoned, C-Level Leader.**
- ◆ **Designed for individual contributors to enhance business/people skills and perspectives to maximize efficiency, effectiveness and job satisfaction.**
- ◆ **Action Plan and Performance Tracking**



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[www.creatingleadersinc.com](http://www.creatingleadersinc.com)



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317-695-5860





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## FIRST SESSION

### Difficult Situations

- The **Total Teammate** understands how to tactfully handle issues that arise in our complex and fast-paced, business environment. Poor resolution, compounds problems!



## SECOND SESSION

### Time Management

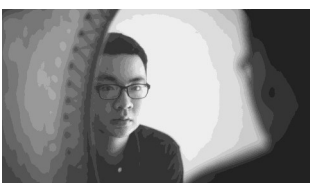
- Time has become our most valuable resource. The **Total Teammate** understand how to maximize productivity to provide great value to our customers, team, and family.



## THIRD SESSION

### Customer Service

- The **Total Teammate** understands that they must support the company brand but also personally earn a reputation of expertise, professionalism, and integrity by serving clients.



## FOURTH SESSION

### Understanding Yourself

- Emotional Intelligence is like orienting a GPS device. Until it knows where it is, it is unable to determine the best path forward. The **Total Teammate** finds the best path by knowing themselves and adjusting to those around them.



## FIFTH SESSION

### Communication

- Clear, concise and timely communication are the goal of the **Total Teammate**. Mastery of all communication types and technologies are required to meet company standards.



## SIXTH SESSION

### Teamwork

- The **Total Teammate** not only excels individually with skills, knowledge, and effort, but helps others, thus improving the results of the entire team.

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