

a leader in its field providing Perception Management – a unique approach to image, impression and influence

* Assessment, Optimisation, Sustainment and... Progression *

Perception Management for T E A M S

Each member of a team undoubtedly has a perception of each of the others, and of the team as a whole. If less than positive, this affects communication, cooperation and collaboration, impacting on the team dynamic and its performance. With the need for team diversity in the workplace, the challenges have increased too. People become entrenched in attitude that often becomes greater than the real issues at hand. This can seep out to influence others too, creating a difficult, and often unnecessarily political, atmosphere.

Positive Presence teamwork evolved from years of experience with individuals and groups. Essentially optimising the Impact of members individually and of the team collectively and all Relationships within and externally, this brings insight, awareness, openness, new thinking whilst changing any negative perceptions into positive ones.

Over time this leads to a **closer, more impactful, influential and effective team.**

The Perception Management Team programme strengthens and develops inter-team relationships and the team dynamic whilst analysing and adjusting the perception and effectiveness individually of each team member but also that of the team as a unit in the wider workplace.

It can follow or take place simultaneously with the Impact and Relationship Optimisation programme for members individually (see 1:1) or the team collectively (see Groups).

In a facilitated, confidential forum, the team frankly and openly start by identifying and considering:

- Perceptions of other team members - anonymously
- Concerns about other team members – anonymously
- Personal boundaries, attitudes and comfort zones
- Perceptions of the leader, each member and the team collectively (by clients, other departments, etc).
- How/why these are derived
- How/why these affect team interaction, relationships, performance and efficient/effective management
- How they can be improved
- Contributions and collaborations – past and potential
- Challenges arising from concerns about other team members - identified by the owner (with consent)
- Creating solutions and compromises openly
- The affect of the Leadership on the team

As confidence and rapport increase, other issues often emerge. These are discussed, solutions are created and the results assessed over future sessions.

In between sessions, team members privately record their own views about the session, any concerns, insights and situations that develop. They identify issues that they want to highlight either confidentially, anonymously or openly at subsequent sessions.

And for when diversity adds its own challenges...

Morphing from *Mono-cultural* to *Multi-cultural* is an interactive, light-hearted supplementary module that transforms behaviour. Simple, experiential and sustainable, it effectively empowers and enables harmonious and productive interaction between diverse cultural backgrounds – whether national, ethnic, religious, corporate or social.

some of what *they* say ...

As a team building exercise, it was highly productive - the team is stronger, more unified with a more developed 'camaraderie'. Their appearance and manner is definitely more professional and polished and all felt that it was a positive development experience - they are certainly a more confident team.

Overall, a very good experience and a valuable use of my team's time.

Dave Osborn - VP, Trading Partner Operations, GLAXOSMITHKLINE

The optimisation programme has given my team both cohesion and camaraderie which has benefited them both as individuals and as a team. The open and honest approach has allowed them to recognise and appreciate each other's differences forging them into a stronger team. I have personally seen changes in each member and it is great to see your team grow in front of you.

A very worthwhile investment in the business and the people.

Dennis Purcell - Account Director, SODEXO Ltd.

Having worked with Positive Presence personally, I was keen for my team to obtain a similar experience. Although they were initially sceptical, every member of the team was won around.

It is encouraging to see the enthusiasm that they now have for the sessions, and the clear impact that is resulting.

David Anderson - Head of Content Acquisition USA, THOMSON REUTERS

Thank you very much for your work with the Old Mutual GIA Leadership team. We all appreciated the deep insight that you were able to bring from your interactions with us and some of our key stakeholders.

This will help us build on our relationships to have even more impact next year & beyond.

Paul Marshall - Group Internal Audit Director, OLD MUTUAL plc

Our management team was at an all time low due to changes and new senior Director conflict. Laurel Herman assessed the situation and our issues and needs individually, and then offered us individual solutions about how we could move forward. She developed a strategy for each of the management team to present a positive way of handling the situation which then was to the benefit of the wider team.

Caron Flitcroft Director, International Trade Team, UKTI NORTH WEST