

Elite Performing Team (EPT) 5-pillar programme



Problem:

- Operations department needed to operate at higher level of performance to drive up turnover

Objective:

- To identify strengths and weaknesses in the team
- To encourage the team to challenge each other, drive forward improvements and develop a team trademark

Solution:

- 2-day diagnostic on the operations department, including questionnaires and one-to-one interviews
- 5-day team development programme, including classroom, off-site and outdoor experiential learning
- Team rating against 5-pillar Elite Performing Team model

Result:

- Team awareness with full understanding of the leadership function as well as individual roles
- Fully developed team trademark with clear and challenging communication lines