

Building a more effective team

 **Course duration:** 1.5 days



Suitable for: All criminal justice and associated management and operational teams

Optimise your team's performance

Working as a coherent team in the face of multi-agency working and extensive organisational change can be a real challenge. The purpose of the course is to link individual and group effectiveness with the quality of team outputs in order to:

- Improve performance and results
- Make greater use of both individual and team strengths
- Resolve problems about which something can and must be actioned and are within the responsibilities of the particular team involved

Key course elements

A formal but flexible, action centred approach is used, focused on the issues that are inhibiting performance. The key elements of this are diagnosis, related design, planning and delivery.

The model assumes that effective team performance can be related to the following four key areas:

- **Goals** – degree of understanding, ownership, agreement and disclosure of goals
- **Roles** – a common view of roles needs to be established so that each member understands the boundaries of role, degree of freedom and authority, also of other team members and role overlap
- **Relationships** – in relation to task achievement
- **Processes** – incorporating; decision making processes, communication and meeting processes and leadership style

The trainer/consultant

Phil Smith is a consultant and trainer with over 30 years Criminal Justice experience, as a practitioner, manager and trainer within the Probation Service and the voluntary sector. He provides training, consultancy and organisational development services on a number of issues, to a range of public, private and voluntary organisations, and has particular expertise in public protection.



For more information on Phil's training course or for a FREE 40 minute consultation with Phil please visit:

www.backstop.org.uk/pages/training.php

Or call Iman / Janet on 08444 993389 or email training@backstop.org.uk

Testimonials

“Phil has a good understanding of learning theories and principles and consistently demonstrates these in his well prepared and constructed training plans. He possesses emotional intelligence, can always be depended upon and has a thoroughly professional approach to all that he does...He makes good use of stories, metaphors and concrete examples to enhance learning.”

Marilyn Henry, Programme Manager,
National Probation service, July 2007

“Phil has an inclusive, facilitative relaxed and engaging style. He demonstrates a natural empathy which works with people and engages them depending on ‘where they are coming from’. He uses humour imaginatively and appropriately and is able to support his material/presentations with concrete/practical examples.”

Graham Beech, Director of Offender and Justice Studies, Crime Concern, July 2007

Clients

Phil's recent clients include: The Ministry of Justice) Public Protection Unit, Crime Concern, The Probation Service, Swindon and Wiltshire Youth Offending Teams.