

## Developing Cross-Team Support – a Two Day Course

### What's it all about?

Cross-Team Support is about building connections between departments. Our competitive tendencies often hamper our best intentions about working effectively with other teams. This one-day course explores this and demonstrates how much more constructively we can be when we work with and through other teams.



### Who for?

- Established Departments
- New Teams or Businesses with different departments (eg Sales, Delivery, Finance)
- Shift Teams
- Teams with competitive identities

### Why?

- A concrete example of supportive inter-team working helping to make the day fun and profitable.
- An idea of who your colleagues are (faces behind the phones?) will provide a platform for problem solving in the future
- A shared identity and fun experience to look back upon and use in the future



### Can this be developed?

Yes. Many companies go for a one or four-day team building course rather than a two-day. The longer the course then the more in-depth the learning.

### Where?

At a venue near you! The course may have to be modified a little depending on the resources available, but we can run this at almost any conference centre or even in your own





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workplace. The prices below do not include day delegate conference facilities as these prices vary depending on the venue.

### What's included in the price?

- Insurance (to £5m)
- Pre-course preparation
- Full facilitation
- Activities, full safety equipment and staffing
- Post-Course evaluation

### How much will it cost?

- Up to 10 delegates: £2,500.00
- Up to 20 delegates: £4,300.00
- Up to 30 delegates: £5,900.00
- Up to 40 delegates: £7,500.00

## Developing Cross-Team Support

### 2-Day Course Programme

Time	Activity	Rationale
<b>Day 1</b>		
9.00am	Introductions, Health & Safety and Icebreakers	<ul style="list-style-type: none"><li>• Allow delegates to become more comfortable in an unfamiliar environment.</li><li>• Helps delegates to express any hopes or concerns about the day.</li></ul>
9.30am	Trust Exercises	<ul style="list-style-type: none"><li>• Helps delegates to put their physical and emotional well being into the hands of their colleagues.</li><li>• Highlights how trust forms a platform for better communication</li></ul>
10.00am	Two short problem solving tasks: <ul style="list-style-type: none"><li>• Bungee/Warp Speed</li><li>• Digit Dodge</li></ul>	<ul style="list-style-type: none"><li>• Introduction to the problem solving process</li><li>• Indicates the base-line on the teams performance</li><li>• Highlights the process for continual improvement</li></ul>
10.30am	Coffee Stop	



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| 10.45am Problem Solving Tasks: increasing in involvement and complexity throughout the morning.            | <ul style="list-style-type: none"><li>• Continues the learning &amp; review process</li><li>• Demonstrates practical examples of team roles &amp; behaviours</li></ul>   |
| 1.00pm Lunch   |  |
| 2.00pm Double Vision: complete two tasks under a time constraint maximising the use of available resources | <ul style="list-style-type: none"><li>• Requires tight co-ordination of two simultaneous projects</li><li>• Necessitates complete co-operation and inter-dependence for either team to succeed</li><li>• Simulates typical cross-team dynamics</li></ul> |
| 3.15pm Coffee Stop   |  |
| 3.30pm Red Green: a funny, seemingly competitive task involving the maximising of profit                   | <ul style="list-style-type: none"><li>• Demonstrates the need for cross-departmental trust and honesty</li><li>• Highlights the emotive nature of competition</li><li>• Produces a powerful example of the nature of interdependence</li></ul>           |
| 4.45pm Review of the day and final energiser   | Wrap up the day and clear up any misunderstandings or confusion.   |

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<b>Time</b>	<b>Activity</b>	<b>Rationale</b>
<b>Day 2</b>		
9.00am	Energiser and Review of Day 1	<ul style="list-style-type: none"><li>• Ensures that everyone is up and ready for the day.</li><li>• Clears up any confusion or highlights any insights made during discussion overnight.</li></ul>



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9.30am Zest: multi-stage project management exercise.  
(Coffee as required during the task)

- Involves allocation of roles and resources across a range of disciplines
- Continues the mornings' theme cross-team interdependence in greater depth.
- Replicates the pressure and complexity of project management

1.00pm Lunch

1.45pm \* High Expectations: a fast-paced, exciting activity involving inter-team communication and support.

- Provides real rewards for good support and communication.
- Highlights how far the teams have developed over the two days.
- Finishes the course on an exciting high

4.15pm Coffee Stop

4.30pm Review and departmental action planning

- Wrap-up of learning points and areas for development.
- Celebration of successes
- Highlight areas in which each department can support the others in the future.

5.00pm Post Course Evaluation and goodbyes

5.15pm End

\* This is a High Level Ropes-based activity and needs to be completed at a venue with this facility. If you'd prefer to keep your feet on the ground, then we have a larger range of venues – or choose your own!