

Flying Start Process

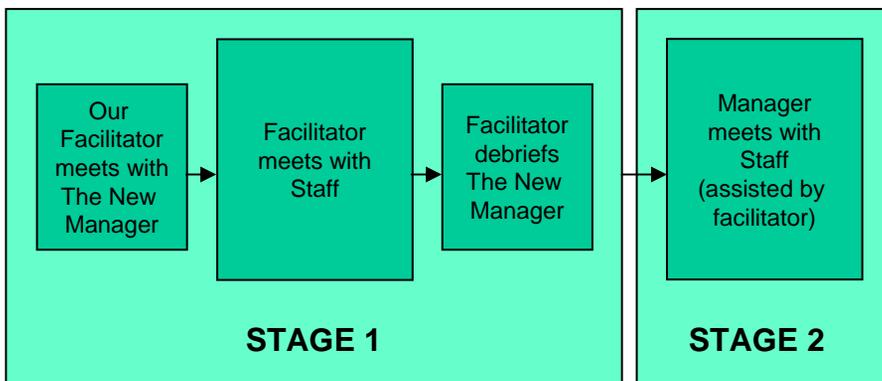
New Team? New Manager?

How much does a slow start cost you?

Typically when a new manager is appointed to run a new business unit, both the manager and the staff are unfamiliar with each other. This uncertain environment leads to an inefficient trial and error learning process that impedes organisational effectiveness.

We can help by facilitating a 'flying start'. Flying start is designed to reduce the ambiguity and difficulties of the transition and open the channels of communication and build the trust needed to address business challenges.

The Process



Facilitator Meets with New Manager

We will describe the process to the New Manager as it applies to his/her specific situation. We work with the manager and other stakeholders, such as their manager and HR to determine who should participate. We discuss sensitive areas and issues that may emerge before adjusting our questions for the next stage.

Facilitator Meets With Staff

The New Manager introduces this meeting and then leaves. We collect data from the staff about their concerns and hopes. We collate specific questions and what they want the New Manager to understand about them and the business. The anonymity of the participants and experience of the facilitator allows the critical issues to be surfaced.

Facilitator Debriefs the New Manager

We feedback the substance of the session. Together we review alternative ways of approaching the upcoming meeting with staff.

Manager Meets With Staff (assisted by our facilitator)

Within three days of the stage 1 meeting, the New Manager meets with staff to respond to the issues they have raised. There is usually a lively dialogue as the team begins to understand one another's work styles, expectations, concerns, motivations and interests. This sets the scene for candid discussion of the tough business issues and team targets.

Employee Development

Leadership Development

Change Management

Assessment

Performance Development

Coaching

HR Transformation

Recruitment

Employee Communication

Employee Relations

Benefits

The New Manager gets up to speed quickly and can begin addressing important issues

Staff get to know their new manager quickly, including his/her expectations

Teamwork is improved and the tone is set for open communication

Productivity loss during the transition is minimised

The manager gains experience with this valuable learning tool

The new manager gains important insight into team dynamics and individual style