



What is “Teambuilding Lunch and Learn?”

Teambuilding Lunch and Learn is an employee development program designed to increase employee skills in interpersonal communications, conflict management, respect, and cooperation.

The program consists of seven one-hour workshops delivered over seven weeks. Because of the compressed format, the program can be delivered over the lunch hour with minimal impact to operations.

Lunch and Learn is also designed to break down the communication barriers between different groups. Managers and employees attend sessions together. The diversity of the group leads to well-rounded discussions and relationship building. To help managers reinforce concepts discussed in teambuilding, a “manager only session” is held each week after regular teambuilding.

Each session includes both training and interactive activities. The program culminates with the creation of a team action plan or “roadmap” for ongoing improvement.

A Case Study

This case study comes from one of our clients who brought Teambuilding lunch and learn into their organization in 2008.

The aim of this program was to provide the team with a development opportunity that would both support employees and benefit the organization.

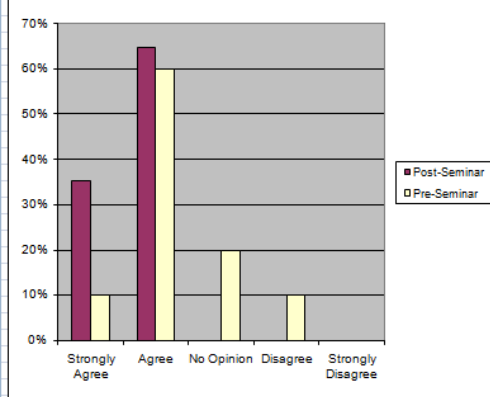
Staff from multiple departments along with several managers were brought together for an hour per week to learn as a team. To measure the effectiveness of the program, we used a pre/post project survey and also gathered data from manager observations and employee feedback forms. Here were some of the results:

- Following the program, management reported several examples of employees who were communicating with greater skill and confidence.
- Both employees and their managers reported significant increases in their confidence level in giving and receiving feedback.
- Employee responses to the program were overwhelmingly positive.
- The participants created a “team vision” and “team roadmap” which have become part of the ongoing discussions at the company.
- Managers have reported several examples of employees who have resolved interpersonal conflicts on their own, without union or manager involvement.

Here are some of the survey results for this organization. The survey was completed before the program, and repeated after the program to measure impact.

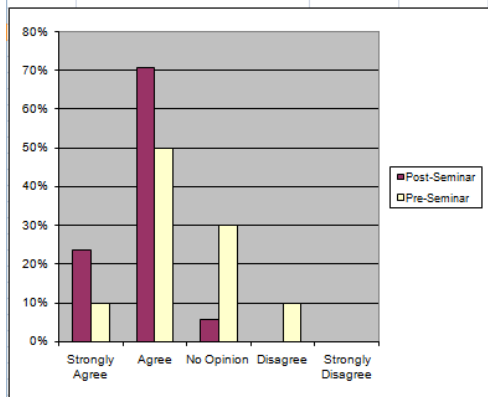
I understand what kind of communication is most effective.

Answer Options	Post-Seminar	Pre-Seminar
Strongly Agree	35.3%	10.0%
Agree	64.7%	60.0%
No Opinion	0.0%	20.0%
Disagree	0.0%	10.0%
Strongly Disagree	0.0%	0.0%



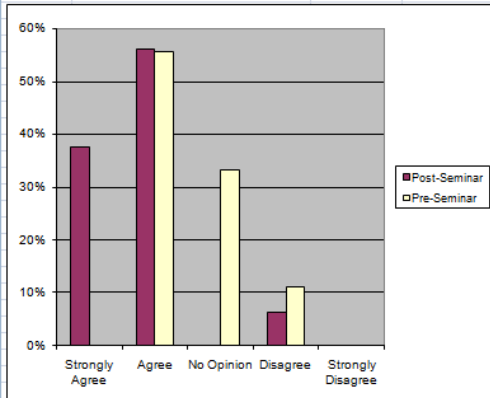
My co-workers do a good job of giving me respectful feedback.

Answer Options	Post-Seminar	Pre-Seminar
Strongly Agree	23.5%	10.0%
Agree	70.6%	50.0%
No Opinion	5.9%	30.0%
Disagree	0.0%	10.0%
Strongly Disagree	0.0%	0.0%



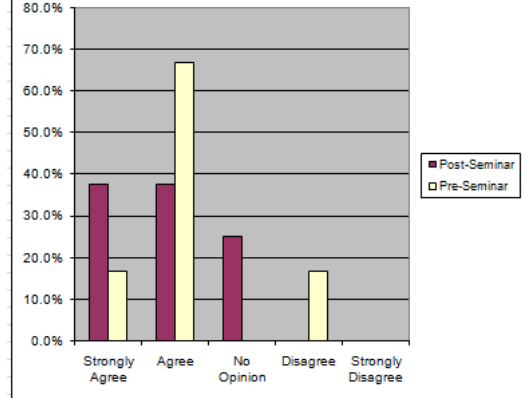
I am confident in offering feedback to a provider about workflow and/or patient care concerns.

Answer Options	Post-Seminar	Pre-Seminar
Strongly Agree	37.5%	0.0%
Agree	56.3%	55.6%
No Opinion	0.0%	33.3%
Disagree	6.3%	11.1%
Strongly Disagree	0.0%	0.0%



My MA is an effective team member.

Answer Options	Post-Seminar	Pre-Seminar
Strongly Agree	37.5%	16.7%
Agree	37.5%	66.7%
No Opinion	25.0%	0.0%
Disagree	0.0%	16.7%
Strongly Disagree	0.0%	0.0%



What is covered in the sessions?

We have a standard seven week program, which can be customized if you feel there is an area that needs more attention in your team. The standard program is:

- Teambuilding 101 (Outlining a Team Vision)
- Giving and Receiving Feedback
- Interpersonal Communication Skills
- Conflict Management
- Respect and Customer Service
- Creating a “Team Roadmap” for success.
- Wildcard (The Team Chooses the Topic)

What can you accomplish in an hour?

Quite a bit actually! Each session is 30 minutes of training (while everyone eats lunch) followed by 30 minutes of small group exercises and lively discussion. The sessions build upon one another, and encourage the adoption of new habits over the course of seven weeks.

How can we get the changes to “stick”?

We provide each participant with a comprehensive training manual/workbook and a personalized communication style assessment that they keep as a reference. Additionally, our last session is always spent on talking about creating a “roadmap” for success (an action plan).

Additionally, we’ll meet with your managers for an hour each week to debrief on the teambuilding session and discuss strategies for reinforcement.

What are your clients saying?

"Cheri taught our team that respect, communication, and positive resolutions are essential for a team to work together effectively. We can all learn by her non-judgmental attitude and professional approach. She kept control of the class time yet allowed us to have fun along with learning."

Kay O., Surgery Coder

"Cheri is bright, organized, energetic, engaging, and makes the material come alive in ways employees can apply directly."

Pam G., Clinic Director

How can I get more information?

Contact Cheri Baker at 425-296-7340 ext 3 to discuss your organization's needs.