



Smart Teams Culture Projects

Create a culture where
team productivity flows



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Introduction

Less friction, more flow

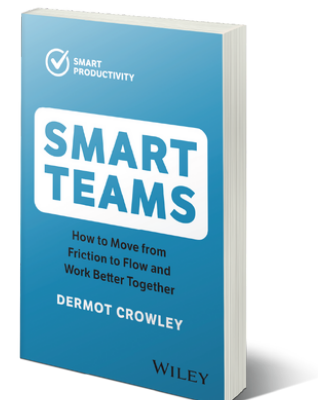
We are all striving to get more done, to be more efficient and to deliver great quality work. But even with the most effective personal organisation systems in place, our productivity is very much dependent on those around us. Conversely, their productivity is also dependent on us. Unfortunately this means the effectiveness of the whole team can be compromised all too easily if your productivity cultures are not as healthy as they could be. Instead of working together in a way that creates work-flow, we are at risk of creating work-friction.

In today's connected workplace, we need less friction, and more flow. We need to develop team cultures that allow productivity to flourish, and to be sustained at the highest level, over a long period of time.

Smart Teams Culture Projects

Running a Smart Teams Culture Projects Program is a powerful way to improve the productivity culture within your team, division or organisation. Your people will not only learn how to work better together, they will also walk away with a set of productivity agreements that will drive a change in behaviour and a change in culture.

The series is based on Dermot Crowley's Smart Teams book, and is built around the three productivity cultures that we believe have the most impact on the productivity of your team: your communication culture, your meeting culture and your prioritisation culture. Choose between the communication program that will reduce the communicate noise your team experiences, the meeting program that will reduce the burden of too many meetings, or the prioritisation program that will reduce unnecessary urgency and create a more proactive, importance-driven culture.



Whilst it may seem appealing to try to work on all three cultures at once, we recommend that you don't. Choose one culture to work on - the one that will have the most impact for your team, and focus on that for the next few months.

It takes time and energy to create a cultural shift. We will help you create a project to embed the right strategies and team agreements, and explore ways to keep everyone engaged and inspired until this new way of working becomes the norm.

The Smart Teams Approach

Cultural change is never easy, especially in large, complex teams. But when it comes to sustained productivity and performance, it is essential. Culture is just a set of group behaviours and beliefs, and if not intentionally crafted, the culture can take on a life of its own, causing a massive amount of disruption to everyone's productivity.

Your team's communication culture, meeting culture and prioritisation culture may be causing too much distraction, busyness and reactivity. These productivity blockers serve to disrupt personal productivity and reduce the capacity of your team.

Smart Teams Culture Projects turns:

Distraction into focus - Communication Culture

Busyness into impact - Meeting Culture

Reactivity into proactivity - Prioritisation Culture

Each program is designed in three stages to maximise the impact of the event itself, and to fully equip your team to create a meaningful cultural shift.



Step 1 Discovery

**Stakeholder Meeting
45 minutes**

We will meet your team to define which culture to focus on in the program, and the productivity issues that need to be addressed. This will help us design a program which fits your needs, and ensure we deliver it within the context of your team.

Step 2 Masterclass

**Group Masterclass Event
2 hours**

The program event itself is designed as a large group presentation, and can be delivered either live or online. It can be run for an individual team, but we encourage you to open this up to as wide an audience as possible to maximise the impact and reach of the cultural change. The program is delivered in an inspirational and super-practical way.

Step 3 Mentoring

**Team Agreements Meeting
1 hour**

The final step in the process is for your facilitator to meet with a small group of nominated internal champions to work on a set of team agreements that will drive the behaviours and culture of your team. While the creation of the agreements is work best done by you and your team, we can mentor your champions and ensure that your team agreements are simple, memorable and implementable!

Communication Culture

Email may be an efficient communication tool, but when we send and receive too many emails it can become a crippling burden, distracting us from more important work. If your team complain that they are spending too much precious time, energy and focus on emails, or dealing with MS Teams messages, this is a sign that you may have an communication-heavy culture which is killing productivity.

This program looks at powerful strategies that will reduce the communication noise levels within your team forever, and make it easier for everyone to manage their communications and their inboxes. In fact, it will help them get their heads out of their inbox to focus on more important work!

This session not only addresses the issue of communication volume, it will also explore ways to improve the quality of communications so that messages can be understood and actioned quickly and easily.

The strategies covered will support a set of bespoke communication agreements that you will create to hold the team accountable to a less noisy way of communicating. We believe this is the key to creating a sustained cultural shift that everyone owns.

Session Outcomes

The Communication Culture Masterclass will enhance how your team communicates with each other, and how they manage workflow. Participants can expect to:

- Understand when and when not to use email to communicate
- Consider the best tool for the job when communicating
- Reduce communication noise across the team
- Enhance communications in MS Teams
- Reduce the distraction and reactivity of email
- Create a set of team communication agreements
- Utilise a Communications Playbook to create a healthy culture



While we all aspire individually to work smarter, it is not until you shift an entire team to achieve this that you realise the true scale and benefits. Smart Teams is an excellent reference for leaders and individuals alike. Allowing you to not only develop good habits, but more importantly create a team culture of productivity and efficiency.

Paul Gracey, Director-Printing Systems, HP

Meeting Culture

Meetings are a necessary tool to get work done, but when we are working in a meeting-heavy culture, too much of our time can be diverted away from more important priorities. Our schedules can become unbalanced, with too much time committed to meetings, and not enough time protected for other priorities. This in turn leads to frustration, long working hours and burnout. The busyness that a compressed meeting schedule can create is often counter-productive.

This program looks at how your team can reduce time in unnecessary meetings, whilst at the same time ensuring the meetings that are run are effective and achieve the right outcomes. Meetings will be fewer, shorter, involve less people and be better quality. Learning to use meetings purposefully will boost the productivity of your team in a meaningful way.

The strategies covered will support a set of bespoke meeting agreements that you will create to hold the team accountable to a more effective way of meeting. We believe this is the key to creating a sustained cultural shift that everyone owns.

Session Outcomes

The Meeting Culture Masterclass will improve how your team manage all aspects of meetings.

Participants can expect to:

- Understand when and when not to use meetings to get work done
- Reduce time in unnecessary meetings
- Communicate a clear meeting purpose and agenda
- Get the right people in the room
- Consider more effective alternatives to meetings
- Plan and organise effective meetings
- Create a set of team meeting agreements
- Utilise a Meetings Playbook to create a healthy culture



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In Smart Teams, Dermot Crowley takes the individual productivity concepts introduced in Smart Work to an entirely different level. The game theory productivity concept is brilliant, illustrating how to work with others in a way that enhances not only your own productivity, but that of the entire team.

Chris Galloway, Managing Director, Morningstar Investment Management

Prioritisation Culture

Why does everything seem so urgent, all of the time? While we might like to tell ourselves that it is the nature of our industry, or of our role, the truth is that most urgency is avoidable. And too much unnecessary urgency can make it hard for us to focus on the important priorities within our role.

That said, we understand that some urgency is unavoidable, so we are not trying to rid your workplace of urgency altogether. It's about reducing unproductive and unnecessary urgency, the urgency that stops the team getting to their other important priorities.

If urgency becomes the main way your team prioritises, you quickly end up with a reactive, urgency-driven culture. When you dial down the urgency and support people to work more proactively, you create a more importance-driven culture. This in turn ensures your people are having more impact in their roles.

The strategies covered will support a set of bespoke prioritisation agreements that you will create to hold the team accountable to a more proactive way of working. We believe this is the key to creating a sustained cultural shift that everyone owns.

Session Outcomes

The Prioritisation Culture Masterclass will transform how your team prioritise their work and manage urgency. Participants can expect to:

- Understand the causes of unproductive urgency
- Learn to respectfully negotiate urgency and competing priorities
- Become more responsive and less reactive
- Use both importance and urgency to prioritise work
- Increase alignment and accountability within their team
- Create a set of team prioritisation agreements
- Utilise a Prioritisation Playbook to create a healthy culture



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As the world continues to change around us, businesses can't afford to give in to the urgency trap anymore. We all need to get more focused and deliberate on deciding the right things to do and when to do them, and then get them done.

This session is the practical formula to help us.

Stacey Barr, strategic performance specialist, author of Prove it!

Additional Information

Target Audience

Smart Teams Culture Projects will benefit any team, division or organisation wanting to achieve a sustained increase in productivity for all team members, wherever they are based. These sessions are particularly beneficial for teams that have already undertaken the Smart Work productivity training, although this is not a pre-requisite.

Smart Teams Culture Projects Investment

Whether the program is run onsite or online, we do not cap the audience size as we want as many people as possible in your team involved to support the culture shift.

Smart Teams Culture Projects costs include:

- Culture pain points survey
- Culture champion briefing session
- Leadership team briefing
- 2-hour large group program, live or online*
- Team agreements facilitation session
- Playbooks and implementation resources

Facilitators

Adapt Productivity's 'Smart Teams' facilitators are experienced, passionate, and engaging. We have many years experience running both face-to-face training and online programs. Our clients return to us each year because of the high quality of our programs and the consistent results we achieve.



Dermot Crowley



Matt Lumsdaine

About Adapt Productivity

Adapt Productivity is a Sydney-based training company founded by Dermot Crowley in 2002. Over a number of years working with corporate clients he observed the rapid emergence of productivity technology and the failure of traditional time management techniques to keep pace.

Dermot is the author of the best-selling book *Smart Work*, and of *Smart Teams*, *Urgent!* and *Lead Smart*, all published by Wiley.

Adapt has developed modern solutions to productivity in the 21st century workplace. Our unique combination of productivity and technology training has enabled us to gain the respect and loyalty of some of the world's most recognisable organisations, including:

Who We Work With

Next Steps

Arranging a session is the most efficient and cost effective way to train your team. Please call or email to get started:

Phone: 02 9797 9792

E-mail: info@adaptproductivity.com.au

For more online information about Adapt and our products and services, please visit:
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**SMART
TEAMS**
CULTURE PROGRAM