

Team Action Management (TAM)

Developing High Performance Teams

TEAM ACTION MANAGEMENT (TAM)

EXECUTIVE OVERVIEW

TAM is a liberating business management programme owned by the Directors and deployed through your management teams as a scalable framework. It frees the Directors' time to drive the organisational strategy in order to deliver real financial value; and it pays for itself through the quantified results it achieves.

Because of its scalable format, the programme can be used and deployed by any organisation, however large or small, across the whole Organisation, defined departments, locations or subsidiaries. From SMEs to international corporates, TAM is the building block of a consistent framework for Teams initiating, and then managing constant change.

The programme accelerates the process of initiating and delivering change within an organisation in a controlled but inclusive manner. We understand that budgets are decreasing year on year and that incremental savings are no longer a solution but that robust and bold changes are needed to deliver a step changed and to create a sustainable and effective organisation for the future.

Key improvement areas are common in areas such as:

- ✓ Deliver budget efficiency
- ✓ Increase in external revenue
- ✓ Improvement in general performance and front line services
- ✓ Restructure of the Organisation following budget changes
- ✓ Identification and elimination of waste in all areas
- ✓ Immediate business acceleration
- ✓ Immediate increase in staff engagement and performance
- ✓ Platform for trust following displacement or closure of a service

APPLICATIONS FOR THE TAM PROGRAMME:

- Initiating or Managing Change
- Accelerated Project Management
- Engaging all staff simultaneously
- Strengthening Management Teams
- Crisis Management
- Venture Capital and Development Capital
- Restructure following reduced income
- Revitalising ailing Businesses or Departments
- Managing constant change consistently

"The City of Edinburgh Council opted for the TAM approach to staff engagement as it offered a unique package in terms of its structure, component elements, and delivery timeframe, and fitted well with the Council's internal change methodology."

Jennifer Wilson - iPFM Programme Change Manager

• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL

Team Action Management...

HOW DOES TAM WORK?

TAM is delivered as a knowledge transfer through your appointed senior management team (the TAM Change Team), thereafter licensed to be repeated whenever the organisation requires. This is a proven system designed by management psychologists and used in both corporate and public sector organisations over many years.

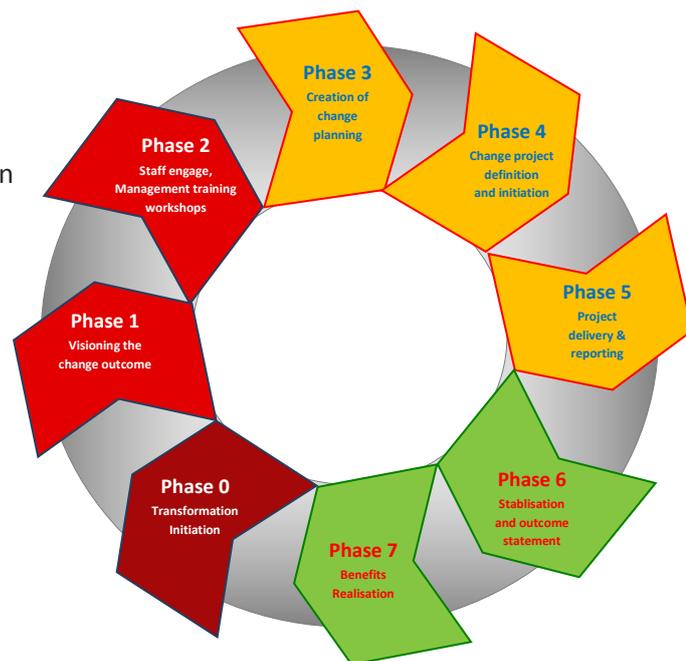
TAM uses inter-relationship psychology delivered in a very simple step-by-step framework. By utilising the combined brainpower of those in the organisation, TAM stimulates the upward surge of interest and ideas through the organisation, co-ordinates and crystallises them, and then feeds the results back to people for whom they are acceptable because they were instrumental in their conception. TAM then uses a base psychology of “fairness” to achieve fast and impressive results.

HOW IS TAM DELIVERED?

TAM is implemented as a six week, repeatable programme, via knowledge transfer to your senior management team; but requiring **just six days** of their time. It simultaneously, and uniquely, engages all of your stakeholders and staff, taking up just 10 minutes of their precious time, and provides the cultural platform on which to output the developmental and corrective work required to achieve results.

TAM is built around four key business workshops, and a structured change session lasting 5-7 days in total, spread over a six week period.

Results are instantly identified.



WHERE CAN TAM BE USED?

- Acting as the controller of any change event
- Uplifting performance
- Complex or high impact project management
- Workforce changes – e.g. TUPE'ing of employees
- Up-skilling senior management teams
- Strategic planning
- Delivering service improvements
- Structured approach to responding to budget cuts
- Reduction of operating and change related business risk
- Forming new divisions

...Making Change Part of the Plan

EMPOWERING AND ENGAGING YOUR STAFF

Critical to any organisation is its workforce. Employee engagement is measured periodically in many organisations, and statistics will show varying levels of engagement averaging from a core 8% disengaged to 18% being fully engaged. The remaining 74% are in the middle, sometimes engaging and sometimes not. If the organisation can bring this centric group into the fully engaged category, even just for a while, the results will be multiplying.



COMMON APPLICATIONS OF TAM

MANAGING CHANGE

TAM is a simple group practice used by Public sector Organisations, companies and other bodies to plan and execute their future moves swiftly, accurately and economically. TAM has been carefully developed to accomplish almost any corporate problem solving task, particularly those future plans best constructed using a group of skills. This is because:

- ✓ The input of original ideas can be drawn from a wider source than is usual in an organisation
- ✓ The system uses an unbiased and sympathetic method of assessing innovative ideas and their subsequent suggested actions and improvements
- ✓ Fast, accurate assessment of practicability, worth, cost, ease of use, personnel and ultimate total value follows automatically

TAM also accelerates innovation. Therefore anyone who wishes to update processes, encourage new attitudes, improve techniques or change outmoded methods can benefit from the use of the TAM approach.

Team Action Management...

ACCELERATE DELIVERY OF KEY PROJECTS

TAM is used to set specific objectives and then deliver them on time and within budget. It galvanises the Change Team into a unified working group with a single objective “like mind” and operates this team at the speed of an individual due to the psychology and structure of the programme.

DEVELOPING AND CONSIDERING INVESTMENT BUSINESS CASES

TAM significantly improves due diligence by providing the investor with total internal visibility from the top and reducing dependency on existing key personnel within the business. Consequently the prospects of a successful investment are increased and capital recovery times reduced.

ADDRESSING UNDER-PERFORMING SERVICES

In Organisation or divisional turnarounds TAM can dramatically shorten the time taken to turn organisations around; thereby accelerating the return to a positive outlook. TAM can also be used in TUPE transfer situations whereby tranches of new staff with differing backgrounds are needed to work together effectively in a short timescale.

WHY USE TAM?

The TAM toolkit and methodology enhances company understanding and markedly improves overall performance. It revitalises any “continuous improvement” programme, or indeed any other specialist initiatives running within the organisation.

TAM operates strategically, holistically and with speed like no other programme.

It makes possible understanding of feelings, motivations and human nature which are often inadvertent, yet significant, blockages; combining top-down and bottom-up communication to create respect and support for leadership.

Allied Foods Ltd

“In practice we get about 2 years of traditional work done in one year using TAM.”

DM Sanderson - Managing Director

LEARNING ON THE JOB

TAM will define the problem with clarity, take responsibility, agree and implement the solution, track performance and teach the team to truly work together.

The TAM process is embedded via knowledge transfer workshops using real and contributory data from your workforce and, unlike other management training, guarantees to deliver on the job results that benefit the entire organisation.



...Making Change Part of the Plan

Team Action Management...

PROACTIVE, NOT REACTIVE

TAM doesn't wait for formulaic meetings in order to bring an issue in isolation to the table. A TAM working session engages and asks for views, opinions and ideas from all staff simultaneously. Over six weeks, everybody is asked to get involved and submit their opinions, thoughts and ideas anonymously. TAM creates the conditions for the deepest, most honest and detailed audit of your workforce that you have ever created.

UNIFYING VISIONS

TAM creates a unifying vision within the organisation. It commands the attention of all those involved in delivering the subsequent projects and focuses the teams on meeting the overall company objectives. Improvements are always published to ensure the cultural inclusion platform and every project and improvement action analysed for benefit, be that financial, performance or cultural improvements, for managerial audit.

Kier Asset Partnership Services

"TAM was a great help for integrating KIER Property Maintenance and colleagues from the Facilities Management of Sheffield City Council property portfolio. It helped the workforce of mixed blue and white collar make a smooth transition from a public to a private, commercial mindset. TAM provided "buy in" and "trust" to employees entering a workplace with a totally new culture."

Mark Steed - Director



Derbyshire Fire & Rescue Services

"TAM complements the Services inclusive leadership style and is already proving its value by facilitating the development of a new Area Management Team and the delivery of service. This will not only establish the role and working relationships of these important strategic Leaders, but should also help to improve organisational communications and progress important Organisational improvements."

Brian Treguna - Chief Fire Officer

...Making Change Part of the Plan

Team Action Management...

TAM IN A NUTSHELL

TEAM ACTION MANAGEMENT is the cornerstone programme of managing constant change.

It will deliver sustainable short, medium and long term business improvement and bring to the fore the success factors that are often buried under operational paperwork.

- ✓ Substantial uplift in profit and performance
- ✓ Positive results delivered in just 6 weeks
- ✓ Acceleration of developmental work by an average of 35%
- ✓ Programme costs covered by achieved results
- ✓ Overcomes communication barriers within the organisation
- ✓ Generates a unified corporate vision at all levels

A learned, repeatable, process that can be used time and time again, TAM is a complete business development programme designed to initiate and control change, whether planned or imposed; to correct underperforming companies or divisions; or to speed up the growth and profits of already successful companies where higher price earnings multiples are desired or deserved.

TAM is fast, holistic, it gets results and is the only framework for developmental change management that you will ever need.

Once acquired, it belongs to the business leader, to be repeated whenever rapid uplift in performance is needed or “change” needs to be managed.

It carries a 100% Return on Investment guarantee. (Subject to terms)

Chesterfield Borough Council

“The team produced 29 actions, all designed to improve the performance of every aspect of the operation within the Spirepride Team.”

Rowena Hilton Hackwood - Assistant Chief Executive



BERTELSMANN

arvato UK & Ireland

“Great support tool for outsourcing 200+ staff from Local Authority to arvato, a private business. Using TAM, the company was able to engage with these displaced staff by managing change. The TAM documentation provides hard evidence of the measurable impact that it is having on the business.... auditable, provable, usable ROI for the TAM investment!”

Peter Schriewersmann - Client Director

...Making Change Part of the Plan

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Making Change Part Of The Plan