



The Exceptional Team Rebuild™ process guide

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Rebuilding your team

We've all faced many challenges over the past year. But ahead of us we're starting to see that we can start to move towards a brighter future with the potential for new and better ways of working more effectively together.

Whilst some businesses haven't stopped working, others are now bringing their teams back together – either remotely, physically with social distancing in place, or a hybrid working approach.

Depending on the situation your business has been in, it could feel like you're forming a new team again.

Things will have changed over the past year and everyone's situation will have been different. Some people may have been on furlough. Others may have been working from home and operating new processes.

Team members may need to get to know each other again, and some new starters may never have met their colleagues.

People may have concerns and find it difficult to adjust back.

These teams could be at any level in the business. It could be the senior management team, established work or project teams, supervisors and team leaders or all the employees in a small business.

It's important to take time to reconnect, reenergise and reengage people who may have been away from the business for a significant time. They may need to be refocused so they're ready to relaunch, replan and restart.

I've created a practical and pragmatic five step process for you to use to help you bring your teams back together so they can get back to business.

You can start to work through the steps and implement the Exceptional Team Rebuild™ process straight away.

You could work through all the steps in a single event, or you could run each step as a separate session to build momentum over a period of time.

The Exceptional Team Rebuild™ – A five step process

Take your team through these steps as you bring them back together.

Step 1. Reconnect and Reenergise

Help your team members to socialise and rebuild their relationships. Do this in an informal way, not related to work activities.

Use some icebreaker or energiser questions and activities to help them to reconnect.

Here are a few examples of questions you could ask.

- Where will your first break or holiday be?
- What are your book, music, TV, film or box set recommendations that you've discovered?
- What new Apps have you discovered?
- What's the story behind the most recent photo on your phone?
- What new skills have you learnt over the past year?
- Share something new that you've done over the past year.

Step 2. Review and Reflect

Recognise and acknowledge what people (including yourself) have been through and may be still going through. Team members may have lost family or friends. They may have had caring responsibilities or had to home school their children alongside working from home.

Give your team members time to reflect on their experiences. Don't force people to share things they don't want to as they may have been through some very difficult situations.

However, there may also have been some positive things that can be taken forwards.

Help your team to reflect on their experiences by using some of these questions as prompts.

- How do you feel about returning to work?
- What concerns do you have?
- What's changed for you as an individual?
- What are you looking forward to?
- What's changed for us as a team?
- How has the experience affected us?
- What have you learned from the experience?
- What positives are there that we can build on?
- What do we want to take forward?

Step 3. Refocus and Reengage

The business or team strategy, direction, offerings or processes may have changed due to changes in the environment or market the business operates in.

The personal reasons for wanting to be part of the team will be different for each team member. Help each team member to identify 'what's in it for me' so when things get tough they have a strong driver for being a member of the team.

There may also have been an impact on the roles within the team – both from the perspectives of what they do and how they do it.

Help team members to refocus on what they need to work on and encourage them to engage with those areas of focus and each other. Create opportunities for people to work together on projects or tasks.

Work through some of these questions as a team.

- Has the team's strategy, direction or deliverables changed?
- What does being a member of this team mean to me at a personal level?
- Why do I want to be part of this team?
- How does being part of this team benefit me from a personal and career perspective?
- What do we do really well and how can we learn from it and do more of it?
- What do we want to be different in how we operate as a team?
- What do we want to be different from a broader business perspective?
- What new ideas do we have to make things better than they were previously?
- What opportunities have been created by what we've been through?
- Has our focus changed as a result of the past few months? If so, how?
- Have our roles and responsibilities changed?
- Do we need to work differently?

Step 4. Reprioritise and Replan

It's now time to get practical, start to make things happen and move forwards.

Prioritise the team's ideas and identify the activities the team needs to deliver. Build these activities into a plan along with the resources required and allocate owners to the activities.

Use these prompt questions to help put a plan together.

- What are our top five business priorities from a team perspective now?
- What are our top five people priorities from a team perspective now?
- What barriers might stop us achieving our priorities?
- How can we overcome those barriers?

- What do we need to do to deliver the priorities we've identified?
- How do I contribute to achieving the priorities as a member of this team?
- What resources do we need?
- What are the timescales to deliver our priorities?

Step 5. Relaunch and Rebuild

You're now in a position to relaunch the team and its activities, and rebuild the business.

Think about who your stakeholders are, what they need to know and how they want the information to be communicated. What measures will you use to monitor and review progress on a long-term basis?

It's important to keep up the momentum you've started to create. Regularly check in with your individual team members to make sure they're OK.

Make the Exceptional Team Rebuild™ process a part of your normal team sessions.

Consider these questions to help you.

- Who needs to know what we're doing and how we're progressing?
- How are we going to communicate what we're focusing on?
- How will we measure our progress?
- How will we report our progress?
- How will we keep all the team members informed?
- How will we keep up our momentum?

To find out more about how I could help you to implement the process and rebuild your teams using my Exceptional Team Blueprint™ approach, get in touch and we'll book a Discovery call.

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