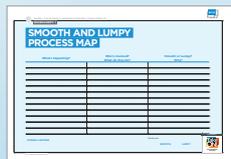


## AT A GLANCE:

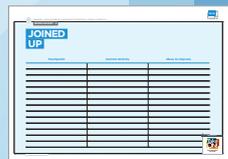
# B THINK JOINED UP



Leader Guide



Worksheet 1



Worksheet 2



## WHAT'S THIS THEME ABOUT?

**'Think Joined Up' is about getting groups within our business working more effectively together to encourage collaboration and improve the overall customer experience.**

**'Think Joined Up'** helps teams ask the simple, yet powerful questions:

- Why are internal relationships important and what can be achieved when we all work together?
- How joined up are we?
- How can we work together better?
- What will we do differently from now on?

## WHY IS THIS IMPORTANT?

**"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organisational objectives. It is the fuel that allows common people to attain uncommon results"**

- Andrew Carnegie

We know that two heads are better than one, and that the power of the group is usually greater than the individual, so it makes sense for businesses to ensure they work together to achieve their goals. But when we're immersed in our day-to-day work, sometimes functional groups become silos and we don't operate as effectively as we need to across the business.

So if we understand how our business is structured and develop more effective working relationships we can pool our expertise and energy to create a way of working that will excite both our staff and customers.

## IDEAL OUTCOMES

- Deliver seamless service
- Team/Individuals will be better informed about your business
- More open communication between teams
- Improved collaboration and stronger relationships across teams.

CONVERSATION SHAPER