EMPOWER
DEVELOPMENT

7 QUESTIONS

THE APPRAISAL
- ✓ Performance review
- ✓ Potential review
- ✓ Reward review

SERVICE PROFIT CHAIN
- ✓ Staff satisfaction
- ✓ Customer loyalty
- ✓ Creation of profitable growth

BALANCED SCORECARD
- ✓ Financial
- ✓ Internal quality
- ✓ Customer
- ✓ Learning and growth

BUSINESS STRATEGY AREAS
- ✓ Profitability
- ✓ Market share
- ✓ Organisational structure

TUCKMAN'S FIVE STAGES OF TEAM DEVELOPMENT
- ✓ Forming
- ✓ Storming
- ✓ Norming
- ✓ Performing
- ✓ Adjourning

LEARNING OUTCOME 7 – KNOW HOW TO WORK WITH OTHERS TO ACHIEVE TEAM AND ORGANISATIONAL OBJECTIVES

MANAGEMENT CONTROL CYCLES
- ✓ Design the plan
- ✓ Implement plan
- ✓ Monitor the results
- ✓ Evaluate results against plan
- ✓ Implement corrective action

BELBIN: TEAM ROLES
- ✓ Assets vs liabilities
- ✓ Functional roles
- ✓ Team or natural roles

TYPES OF INFORMATION
- ✓ Staff policies and procedures
- ✓ Role profiles
- ✓ Structure charts
- ✓ Technical information
- ✓ Team information