



High-Performance Team Reset

A structured diagnostic and intervention program to support teams in resetting dynamics, rebuilding trust, and restoring high performance

WHAT YOU GET

The core package includes:

Phase 1 – Kick-Off

- 60-minute kickoff call with leader and relevant stakeholders to understand context, concerns, and logistics
- Communication materials to introduce the team reset

Phase 2 – Diagnosis

- Individual interviews (30–45 minutes each) with 5 team members to understand perspectives, pain points, and underlying issues
- Diagnostic survey (15–20 minutes online) for teams of more than 5
- 60-minute confidential leader interview covering challenges, previous interventions, and constraints
- Diagnostic Report identifying systemic challenges, strengths, and critical issues requiring intervention
- Key Findings Debrief (90 minutes) on findings, contributing factors, and recommended focus areas

Phase 3 – Intervention

- Full-day Team Reset Workshop to validate findings, resolve friction points, co-create new norms and ways of working, rebuild trust, define shared purpose, and co-design a team roadmap and action plan
- Leader Coaching Session (60 minutes) covering diagnostic debrief, leadership adjustments, managing setbacks, and a leadership development action plan

Phase 4 – Ongoing Support

- Two check-in calls at 30 and 60 days to review progress and maintain momentum

OPTIONAL ADD-ONS

Additional services available to extend the impact of your assessment:

- **Follow Up Team Workshop** - additional support to review progress, surface emerging issues, and practise collective problem-solving
- **Team Observation** – observation of shift handovers, meetings, and team interactions during the diagnostic phase to assess dynamics firsthand
- **Extended Leader Coaching** – additional coaching sessions beyond those included in the core package
- **Individual Team Member Coaching** – targeted support for specific team members who need additional development or intervention
- **Capability Development Plans** – individual plans for team members identified as requiring structured development
- **Work Design Review** – specialist review to identify systemic sources of friction in how work is designed and structured
- **Bespoke Leader Toolkit** – development of a tailored toolkit to support the leader in sustaining healthy team dynamics beyond the program
- **6-Month Team Effectiveness Re-Assessment** – re-administration of the team effectiveness diagnostic, comparative analysis, and workshop to review progress and refine the ongoing approach

INVESTMENT

Core package starts from \$33,900

Final investment depends on number of interviews, whether a survey is required, complexity of issues, and additional services requested. Contact us for a detailed quote tailored to your specific requirements.

READY TO SUPPORT YOUR TEAM THROUGH A TEAM RESET?

Contact us to discuss your team's situation and how this package can help you work toward rebuilding trust, re-establishing ways of working, and improving performance.