



Powered by
3 Wins

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Organizations achieve success and execute change when they harness the power of 3 Wins: A Win for the Customer, A Win for the Organization, A Win for the Individual. Typical change initiatives have no shortage of great thinking or strategies – the missing element is a process that mobilizes the organization to implement the vision, values and strategies. This 16-hour course, *Powered by 3 Wins*, is designed to develop or reinforce a strong, value-driven culture, balancing the needs of customers, the organization and the individual team members. *Powered by 3 Wins* provides language, a framework and shared experiences to accelerate teamwork and collaboration. Real team challenges surface and teams can work through their issues. Participants explore and experience both personal and team dynamics to increase their awareness of how to work more effectively within their team. A strong foundation is built with key models and relationships are enhanced through teamwork activities. As a result of this course, participants learn and begin to practice high-performance team skills. This course can be customized to fit specific organization initiatives and issues.

PROGRAM OBJECTIVES:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with experiential activities to create a rich and engaging learning environment to:

- Explore the elements of a triple win culture
- Describe the TripleWin Relationship Model and experience how to use it with customers, teams and individual colleagues
- Explore how to create and sustain customer loyalty
- Learn the stages of team development and the key behaviors at each stage to improve teamwork skills
- Identify strategies and create action plans to sustain high performance teamwork and achieve organization goals and objectives
- Practice using a proactive, problem solving approach to enhance personal accountability

COURSE CONTENT:

Elements of a Triple Win Culture – the customer, the organization/team and the individual

TripleWin Relationship Model – Compete, Coexist, Coordinate, Collaborate

H.E.A.R.T. Model – **H**onest **C**ommunication, **E**ffective **P**roblem **S**olving, **A**ccountability, **R**espectful **R**elationships and **T**rust

Customer relationships – customer loyalty pyramid, handling complaints

Problem Solving – 3-step problem solving process and team skills

Choice Path – creating a proactive, problem solving vs. reactive mindset