

Effective collaboration and alignment for your customer-facing teams

Practical solutions that address team alignment, leadership, and synergy, ultimately driving better customer performance and results. Each team and organisation is unique, so we customise our services to fit your specific culture and dynamics.

1. Initial Consultation and Needs Assessment

Initial Consultation

We conduct a detailed initial consultation to understand your unique challenges and goals. This step is fundamental as it sets the foundation for our work together, demonstrating our understanding and consideration for your circumstances. We will work closely with you to ensure your needs are fully understood and met.

Assessment and Diagnosis

At the end of the initial consultation, we provide a comprehensive assessment and diagnosis report, which will give you a clear understanding of your team's current strengths and weaknesses and serve as a roadmap for our future work together.

2. Customised Solutions

Team alignment

- Workshop on vision, mission, and values alignment.
- Facilitated goal-setting to ensure everyone is on the same page.

Team leadership

- Leadership training focused on communication, decision-making, and conflict resolution.
- One-on-one coaching for team leaders and managers.

Team synergy

- Team-building activities to foster trust and collaboration.
- Training on effective collaboration and cross-functional teamwork.

3. Our approach

- We underpin our insights and recommendations with validated data and analysis
- We use project management tools to manage timelines, tasks and collaboration
- We use CRM systems for tracking our ecosystem engagement and communications

DD Partners Ltd, 71-75 Shelton Street, London WC2H 9JQ
Company registration: 14674045 | VAT registration: 452183895

www.crystal-strategies.com



4. Packages

Basic package	Standard package	Premium package
<p>Includes:</p> <ul style="list-style-type: none"> initial assessment one-day workshop on team alignment follow-up session 	<p>Includes:</p> <ul style="list-style-type: none"> basic package leadership training ongoing support for three months 	<p>Includes:</p> <ul style="list-style-type: none"> standard package intensive team-building retreat monthly follow-up sessions personalised coaching for all team members

5. Delivery Methods

Workshops and Training Sessions

- Interactive and engaging sessions to ensure active participation, using case studies, role-playing, and practical exercises.

One-on-One Coaching

- Personalised coaching sessions tailored to individual needs, development of specific, measurable goals

Team Building Activities

- Outdoor and indoor activities are designed to build trust and teamwork and focused on real-life challenges and simulations.

Ongoing Support

- Regular Check-ins - Scheduled bi-weekly or monthly check-ins to monitor progress and address issues.
- Feedback Mechanisms - Implementing feedback loops through surveys and regular team meetings.

6. Programme Performance Metrics

KPIs

- Tracking key performance indicators such as team productivity, employee satisfaction, and retention rates.

Feedback

- Collecting testimonials and feedback from team members and leaders.

Success Stories

- Documenting case studies and success stories to showcase the impact of the programme(s).

7. Indicative costs

- Basic package: £3,000-£6,000 (+ VAT and expenses)
- Standard package: from £9,000 (+ VAT and expenses)
- Premium package: from £12,000 (+VAT and expenses)