



## III. Intervention

This phase focuses on the underlying issues that prevent teams from working effectively. The experience is based on the results of the assessment tool chosen by the team representative. Assessment tool options include: personality/communication style, behavioral style, conflict resolution style, leadership or accountability. After the experience the team will implement developed skills to make positive team changes.

### Who should attend?

- Existing teams that need skill development or mediation
- Groups that want to review team skills
- Teams that want to focus on a specific skill

### How the intervention process works

- The team representative meets with COA staff to choose the appropriate assessment tool and outline specific goals for the program.
- The team representative decides whether or not each team member will meet with COA facilitators individually to determine goals and to plan a customized course of action.
- Each participant completes the chosen assessment tool survey.
- The team participates in a variety of experience-based learning activities.
- Each participant determines how the skills will be implemented in the workplace as an individual and as a group.

After this experience we recommend our integration program (level IV), which supports the team's efforts to put the learning into action at the workplace.

**Time commitment:** 1-2 days

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