

# Reinventing Teams

Maximising team effectiveness  
in a fast-changing world



In the current fast-changing business environment, it's more important than ever for businesses to be flexible and adaptable to build and maintain strong relationships with suppliers, customers and within their internal teams. As a business leader or manager, you need to reinvent the way you work with your teams, because traditional ways are no longer working.

Your teams need to reinvent how they operate to be nimble and responsive to meet & exceed changing customer needs.

The most financially effective way of doing business today is to have repeat customers and referring advocates. These won't come from doing things the same way you did yesterday. Reinvention is a critical business skill for business owners, leaders and managers to deliver best possible outcomes to their internal and external customers.

So, what does it take to Reinvent your Team? Helen Mac CSP has been investigating human behaviour for more than three decades. She's passionate about maximising opportunities across organisations and within teams. In business today, that means developing a culture of reinvention – where team members constantly look for better ways to work with each other to deliver on promises, both internally and to customers in sales and service situations.

Each presentation is customised to the specific client and situation but can include elements such as:

## Reinvention is not an Option

It's an imperative!

## Reinvent; Refocus; Repurpose

Building on the Past & Moving Forward

## The Outcome Ladder

Four Steps to Maximising Team Outcomes

## From Connection to Collaboration

Boosting Sales & Service Team Effectiveness

## The Reinvention Equation

Three Keys to Thriving in a Changing Environment

"Helen understands our complex business and adapts her program messages to suit our circumstances. She relates well to our audience and always delivers a positive outcome."

Jay Cohen - Consultant - Organisational Development  
Mercer Australia

"Changing customer needs  
require responsive, nimble teams"

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REINVENTION EXPERT

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