



USSMC's Product Team and Champions Knowledge Base Team Management Forum

To initially address the immediate attitude and focus of customers USSMC recommends initially conducting a Knowledge Base Team Management Forum.

This forum is designed to build the skills required to analyze issues and problems as a cohesive team, provide skills that will assist in the participation of team activities or lead team meetings, and to meet customer requirements and serve as kick-off to any customer new initiative or Systems Reengineering and Change Control Process.

We have divided these skills into six broad domains. The six domains are:

Team Chartering	Communication Skills
People Skills	Goal Setting Skills
Group Process Skills	Analytical Skills

Three key assumptions define the content of this program:

- **Involvement is the cornerstone of successful teamwork.** In meetings, participation means the use of brainstorming and consensus. When problems arise, participation means the use of listening skills and opens communication. Involvement will be at the basis of each of the skills in the Cohesive Knowledge Base Management Teamwork program.
- **Team decisions need to be driven by information.** When team discusses quality issues, information needs to be collected and analyzed. Solutions need to be tested and evaluated over time. The Teamwork program provides a flexible model for analytical tools that can be employed flexibly within the model.
- **Teams are more effective when they use a customer focus to direct and organize their efforts.** This program provides a process for identifying internal and external customers, determining their key requirements, and using these requirements to direct the team's process.



Domain One, Cohesive Team Chartering Skills:

The following objectives will be examined by our participants:

- (1) Learn the components of team chartering.
- (2) Learn what occurs during this process among teams.
- (3) Learn the stages and basic skills expected to be acquired through teams.
- (4) Learn what are the most important steps that a team should take.

Domain Two, People Skills:

The following objectives will be examined by our participants:

- (1) Learn what is meant by "people skills."
- (2) Learn how conflicts are resolved in teams.
- (3) Learn why team members should be held accountable.

Domain Three, Group Process Skills:

The following objectives will be examined in this series:

- (1) Learn all the skills necessary to have effective teams.
- (2) Learn how to have productive meetings.

Domain Four, Communication Skills:



The following objectives will be examined in this series:

- (1) Learn how to communicate
- (2) Learn when to communicate
- (3) Learn where to communicate
- (4) Learn what to communicate
- (5) Understand the types of communication models

Domain Five, Effective Goal Setting Strategies:

- (1) Understand what a goal is?
- (2) Understand why it is important to set goal is?
- (3) Understand why it is important to set goals in teams?
- (4) Identify the types of goals.
- (5) Set specific goals for the USDA's Outreach Office?

Domain Six, Analytical Skills:

The following objectives will be reviewed and examined during this series of the training:

- (1) Learn what skills are necessary to analyze issues, make decisions and implement action plans and track results;
- (2) Learn how to ensure effective, quality programs; and
- (3) Learn how to structure high quality decisions and understand the changing roles of managers.

