

"one plus  
one equals three"



## Action Steps™ Overview

Action Steps is a program that incorporates a variety of learning activities. Each program is custom designed to meet the goals and objectives of individual clients. The purpose of ActionSteps™ is for participants to experience the difficulties of solving complex problems in a team situation. Our consultants guide development of "action steps" for applying the learnings in the work environment.

### Who Benefits

- Meetings that need an energizing and engaging activity that brings people together
- Teams who would like to work on communication to enable them to take on challenges more effectively
- Cross departments that are having difficulties working together and are "siloed"
- Groups that need an increase in familiarity and "ice breaking"

### How Action Steps Works

Programs begin with a brief group discussion of the critical factors for a high performing team. After the discussion the group moves outside to focus on these critical factors and to have an opportunity to practice skill building through a series of creative and engaging problem solving activities.

The Experiential Learning model provides the framework for the activities:

**ACT:** Experiential learning takes observable behavior—what someone said or did— as the basis of the lessons to be learned.

**REFLECT:** People learn lessons that stick when they consciously explore the results of their actions as well as their reasons for doing what they did.

**REFRAME:** Once people gain insight into their actions, they are able to change fundamental

ways of thinking that keep them from achieving the results they want.

**APPLY:** Learning is contextual; understanding when and how to apply new learning in the workplace is the crucial last step of the cycle.

We integrate applicable cognitive models (Tuckman's Group Development Model and William Bridges' and Jim Ewing's Change Model) and facilitated group discussion sessions in all of our programs.

Each program ends with a group discussion on key learnings and an action planning session that helps to ensure that the learnings are applied. This program takes approximately 4 hours with debrief.

### Learning Outcomes

- Understand the value of collaborating across teams; identify opportunities
- Practice creative problem-solving skills in a team environment
- Develop the strategic benefits of interdependence
- Reconnect and align your team toward a common goal

### Clients Say

*"The Synergy team facilitated an Action Steps program for our senior leadership program. The exercises were dynamic, interesting, fun and sophisticated and, with Synergy's skillful and insightful facilitation, significantly helped my team forward in their teaming skills."*

—Roy Stansbury  
Senior VP, CapGemini