

A Truly United Team-of-Teams Delivers a Game-Changing Service Advantage

Business Issue

No one is an island within any organization—we're all customers and suppliers within a larger service relationship. Working contrary to this is the reality that people tend to build borders; they can't see beyond their own 'job' and immediate needs to their vital role within a greater whole. When this attitude spreads, the symptoms are obvious: distrust, self-serving behavior and broken commitments. The results of those trends are worse: compromised quality, minimal productivity and terrible customer service. Promises, Promises!™ promises and delivers a perception-shattering experience that creates a vision for a truly borderless organization. Unified by trust, open communication and common purpose, you can develop a highly productive team-of-teams—and hone your service advantage.

Learning Outcomes

You will learn to:

- Move from a 'me' mentality to a 'we' perspective—everyone is interdependent
- Operate with more ease and efficiency by fostering an environment of trust
- Negotiate to generate mutually beneficial results and productive partnerships—everybody is a customer and supplier
- Optimize overall success by aligning your efforts to achieve individual, team and organizational goals
- Employ collaboration and widespread communication—focused on 'big picture' needs—to deliver exceptional internal and external service

The Learner Experience

The inaugural meeting of the United League of Nations is set to commence...and you're elected! Empowered as the politicians of your own nation—one of 10—you and your team must honor the promises made to your demanding constituents. Within a world of diplomatic intrigue, politics, scandals and lots of fun, you'll have to overcome distrust, cultural barriers and flawed communications to make good on your commitments. But, with the clock ticking, the Promises, Promises! experience breaks down these borders to show the importance of delivering on both 'local' and 'global' priorities. You will be surprised by the learning as you develop key skills based in productive collaboration, open communication and results-focused teamwork, all with an eye to achieving the ultimate goal—becoming a truly United League of Nations.



PRACTICAL DETAILS

- **3-4 hour program**
- **Minimum group size of 20**
- **Teams of 2-6 participants**
- **Suitable for cross-functional and intact teams at all levels**
- **Ideal for use in both a conference and training setting**



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