



► FiveStar's Group Facilitating ◀

Communication – Team-building – Identifying Obstacles – Improving Service Delivery

What is group facilitation? The answer is simple: *“Helping groups understand and respect one another’s role in order to work better together!”* Collaboration is essential for successful internal and external service delivery, and is even more challenging in complex organizations with multiple departments. To create a healthy workplace environment, barriers that impede communication, teamwork and service delivery should be identified, addressed and openly discussed.

If you are interested in fostering better communication and building synergy between co-workers and departments, partner with FiveStar Customer Service Strategies. FiveStar facilitates retreats and planning sessions with individual and multiple departments to identify frustrations, irritants and reoccurring service breakdowns in order to develop and prioritize strategies for improvement.

FiveStar’s Program Facilitation Strategy is designed for:

- Resolving conflicts and impasse between two groups or members within a group
- Reducing the level of mistrust and conflict in an organization
- Brainstorming sessions
- Mediation between two parties, units, departments
- Focus groups
- Strategic planning and visioning
- Retreats for management and staff
- Bridge building and peacemaking

FiveStar’s objective is to harness the creative powers of your greatest asset ...your people - to unleash their collective creativity toward innovative workplace solutions. Once the workshop goal has been identified, FiveStar’s interactive style will create a stimulating environment of trust, consensus building and open communication to meet objectives or a specific goal.

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