

Assessing the teamwork across boundaries in your organisation



There are few significant business initiatives or processes that are not reliant on teamwork across boundaries to deliver full value. The diagram below highlights the think one team™ model and examples of behaviours that characterise ‘one team’ and ‘silo’ behaviours. Please use it to assess your situation.

The **benefits** of enhancing teamwork across boundaries include:

- improved customer service
- reduced costs
- higher employee engagement
- leveraging of resources
- speeding up responsiveness
- better quality

The **downsides** of silo behaviours include:

- costly overruns on initiatives
- turf fights between people
- delays in new service delivery
- duplication
- distracting conflicts
- breakdowns in alliances
- service slip-ups

