

# T.I.G.E.R.S Programme



## Introduction

Team conflict is the number one cause of lost productivity. You know that--everyone knows that. What you don't necessarily know is how to cut down on your own team's conflicts.

Our TIGERS programme will help develop and strengthen group dynamics and individual leaders. We also provide team assessments, leadership-style inventories, group facilitation and one-on-one personal coaching.

What is the TIGERS formula? We have identified six core values that all effective teams and leaders express: trust, interdependence, genuineness, empathy, risk, and success (TIGERS). Groups that develop these team values together uphold their goals and mission, understand their individual roles, buy into their accountability and responsibility, and work to develop proactive and positive group relationships. In short, your soft skill training to develop these group values can be measured and your progress tracked.

The payoff? Productivity and less conflict, pure and simple. TIGERS provides this fresh and effective approach to group and personal development with both services and products:

People depend on groups to accomplish what one person cannot do alone. Our group facilitation mission is to equip teams with the skills necessary to become consistently effective at what they do.

Once we decide to work together, our role is to mediate your group development process. This includes helping your group members identify and solve problems and make decisions, in order to improve the way you work together and to achieve your goals.

Our main task is to help you improve your processes which include the following:

- \* How you communicate with one another;
- \* Identify and solve problems;
- \* Make decisions; and
- \* Handle and resolve conflict.

We often use our TIGERS Team Wheel Game to help identify team hot spots and reduce team conflict. The TIGERS Team Wheel is an interactive, team-building exercise designed to improve your team's productivity and morale. Originally created as the first step in building a highly effective team, it has also evolved into a strategic planning tool. Through a chaos problem-solving activity, the TIGERS® Team Wheel teaches teams about six collaborative values and the behaviors required to support healthy and effective group dynamics. Because it is "game-like" in nature it is non-threatening, but quickly gets at some very deep issues surrounding the dynamics of the group performing the exercise.

## Workshop Leader

**Dr. Allen Teh** is the founder and Chief Executive Officer for the Centre for Customer Care (CCC) Malaysia. He has more than 26 years of work experience in service operations as well as Human Resource Management, Management Consultancy and Training.

He is an experienced Customer Service Consultant, Human Resource Consultant, Human Resource Professional as well as Executive Search Consultant. He has held senior managerial positions in diverse industries namely restaurants, entertainment, manufacturing, property development and construction, insurance, oil-palm plantations and biotechnology. .

As a trainer and consultant, Dr. Allen Teh has trained for healthcare organisations, insurance companies, securities firms, travel & tour agencies, vacation clubs, direct selling, property development, fast-food restaurants as well as call centres.

Driven by an intense passion in customer service excellence and being a firm believer that customer service makes all the difference in business, Dr. Allen Teh is actively promoting and propagating this passion for customer service excellence in Malaysia and regionally. He welcomes everyone and anyone to join his crusade.

Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from the University of Dubuque, Iowa, USA.



TIGERS Team Wheel Game

## Centre for Customer Care (CCC) Malaysia

(A one-stop centre dedicated to the achievement of customer service excellence)  
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