



# Staff & Technical Expert Skills

## Course Overview

### TARGET

#### AUDIENCE—

All employees responsible for supporting teams.

#### COURSE LENGTH—

Three days

### COURSE

#### DELIVERY—

Fisher Group trainers facilitate in-house sessions or offer a train-the-trainer certification for your organization.

High Performance Work Systems require different skills from those who traditionally served in staff functions. The Team Resource Role supports rather than directs high performance work teams and serves as a capability builder rather than an auditor or enforcer.

Staff & Technical Expert Skills provides the critical skills necessary for supporting teams:

**INTRODUCTION** — Staff & Technical Experts understand that they serve a business and not a function; they actively work to support the people doing the core work of the organization.

**CAPABILITY BUILDER** — Develops the skills and knowledge of others and serves as an ongoing resource to the team.

**BUSINESS PARTNER** — Well-versed in financial matters, market trends, manufacturing requirements and uses knowledge to meet business needs.

**CUSTOMER ADVOCATE** — Develops and maintains close customer ties and keeps priorities in focus with customer expectations.

**TECHNOLOGIST** — Demonstrates all the skills and knowledge to perform their function well and continually improves their technical abilities.

**FUTURIST** — Has a grasp of future trends and technology, regulations, competition, and industry and applies this knowledge to daily decisions.

**TEAM PLAYER** - Demonstrates good interpersonal skills and actively supports other team members.

**INTEGRATOR** — Maintains a total systems perspective; seeks information and knowledge from other disciplines and assures decisions are best for the organization as a whole.

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