

Discover the leader within you

[Business](#), [Human Resources](#)



To enhance teams performance one proven approach that helps with this is the GROW model. GROW is an acronym standing for Goal - Current Reality - Options - Will. A useful metaphor for the GROW model is the plan we might make for an important journey. First, it starts with a map: With this, one can help the team member decide where they are going (their Goal) and establish where they currently are (their Current Reality). Then explore the various ways (the Options) of making the journey. In the final step, establishing the Will, the leader ensures the team members are committed to making the journey and prepared for the conditions and obstacles they may meet on their way.

Therefore the key is that the team should be viewed as an important resource whose maintenance must be managed just like any other resource and that this management should be undertaken by the team itself so that it forms a normal part of the teams' activities. As a collection of people, a group needs to relearn some basic manners and people-management skills. In a study by Peter and William (2004), they concluded that strong organizational support, team leadership, and high levels of interpersonal team skills help quality improvement teams go further. Thus a trained leader and team training can help any service team to act professionally and yield desired results.