

Innovation is a Team Sport

Forming and developing a winning team as a SAPOC is essential for effectively driving shared service initiatives within the agency. You are supported by resources that have a vested interest in your success. There are people in your agency who believe in the importance of Shared Services, and once identified, will form a team of allies to help influence and lead your agency toward Shared Services wins. Find and recruit change agents in your agency who are open to innovation, proactive, and action-driven.

Initially, the SAPOC should meticulously identify and recruit individuals who possess the necessary skills, expertise, and dedication to contribute meaningfully to the team's objectives. Clear roles and responsibilities should be defined upfront, ensuring alignment with the goals and scope of the Shared Service initiatives. Encouraging collaboration and open communication among team members fosters an environment where diverse perspectives are valued, leading to innovative solutions.

Providing ample support, resources, and opportunities for professional development is crucial for empowering team members to excel in their roles. Setting clear, measurable goals and objectives allows the team to track progress and celebrate successes along the way, while also promoting accountability for performance. Delegation of tasks and responsibilities, coupled with empowerment to make decisions within their areas of expertise, instills a sense of ownership and responsibility among team members.

Moreover, promoting diversity and inclusion within the team fosters an environment where all team members feel valued and empowered to contribute their unique perspectives and talents. Empathetic listening is a powerful skill set for embracing diversity that drives innovation and creativity, and ultimately enhances the team's ability to tackle challenges and achieve meaningful results.

Key Questions

1. How can I assemble or develop team members with the skills, expertise, and qualities to effectively contribute to the shared service initiatives?
2. How can I ensure that roles and responsibilities are clearly defined and aligned with the goals and scope of the initiatives?

3. What strategies can be implemented to encourage collaboration and open communication among team members? How can I ensure that employees' needs and concerns are addressed?
4. What support, resources, and opportunities for professional development can be provided to empower team members to excel in their roles?
5. How can clear, measurable goals and objectives be established to track progress and promote accountability within the team?
6. Has your agency considered developing a Shared Service Working Group supported by the Office of Shared Service Performance Improvement (OSSPI) and the Unified Shared Services Management Office (USSM) of GSA?
7. Do you participate or network with agency representatives on all Executive Councils? Track your contacts and progress with the SAPOC Toolset [here](#).
8. Do you have working relationships with key lines of business leaders? Track your contacts and progress with the SAPOC Toolset [here](#).
9. Is your agency cultivating relationships with any FIBF working groups or QSMO Shared Service Offices? Track your contacts and progress with the SAPOC Toolset [here](#).

Checklist

Identify and recruit individuals with the necessary skills, expertise, and dedication to contribute meaningfully to the team's objectives.

Define clear roles and responsibilities upfront, ensuring alignment with the goals and scope of the shared service initiatives. Track your contacts and progress with the SAPOC Toolset [here](#).

Foster collaboration and open communication among team members through regular meetings, brainstorming sessions, interviews, surveys and feedback mechanisms. Track your contacts and progress with the SAPOC Toolset [here](#).

Provide support, resources, and opportunities for professional development to empower team members to excel in their roles. Resources such as [The Trachtenberg School of Public Policy & Public Administration | The George Washington University \(gwu.edu\)](#), [Evaluation.gov | About Evaluation officers](#), and [Graduate Certificate in Project Monitoring and Evaluation | American University](#).

Establish clear, measurable goals and objectives to track progress and promote accountability within the team. Track your contacts and progress with the SAPOC Toolset [here](#).

Develop working relationships with key stakeholders within each line of business. Track your contacts and progress with the SAPOC Toolset [here](#).

Develop working relationships with each Executive Council member within your Agency. Track your contacts and progress with the SAPOC Toolset [here](#).

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