

Team Charter

Vision:

The TGG vision is to be the World Authority on 'Leadership and People Development'.

Mission:

The TGG Mission is to partner with leaders to upgrade their mindset, upskill their leadership, and uplift their teams, to create psychologically safe and high performing teams.

TGG commits to:

- **The Core Values of:**

- **Energy** – We show up prepared, and with purpose, poise, and passion
- **Engagement** – We listen to understand, and believe that all opinions count
- **Enterprise Thinking** – We support leaders to create safe and caring teams

- **The Core Elements of:**

- **Felt** – Our work is to connect with our clients, and build a relationship
- **Focus** - Our work is focused specifically on our client's needs and requirements
- **Flow** – Our work is designed to flow seamlessly, adds value, and in synchronicity

- **The Goals and Objectives of:**

- 100% client satisfactions exceeded and a Net promotor Score above 80%
- Our clients providing referrals to other potential clients
- Looking for further and broader opportunities to support our clients
- Complying with our client business requirements, (safety, governance, and site access)
- Always upholding the highest standard of business ethics
- Maintaining a fun, unique and exciting work environment, and culture

- **The Behaviours of:**

- Total confidentiality with our client information
- Total transparency in relation to client investments – TGG has a no variation policy (variations will be agreed prior to work being done)
- Being professional in our dress codes, conduct, and languaging
- Valuing our client's time, their values, and beliefs
- Giving 100% commitment every time we support a client business
- Communicating openly, honestly, and often with our clients
- Being giving in our approach – every time we are on a client site, or on a client engagement

Signed by all TGG Team Members