

Building High-Performing Teams

Course Summary

Description

"Why can't my team just get along?" This is the question that managers, supervisors and team leaders ask themselves everyday. By having the right tools and techniques a team can overcome personality conflicts and communication issues to accomplish common goals.

Every group must go through three stages to become a productive and happy team: acceptance, conflict and commitment. This highly interactive and enjoyable workshop gives teams the tools and techniques to quickly move through each stage of team development so that they can become a high-performing work team. The participants will take part in a series of challenging activities that will enhance their skills in communication, problem solving and decision-making. The result will be improved communication and enhanced team effectiveness.

Topics

- Acceptance
- Conflict
- Commitment

Audience

This course is designed for managers, supervisors, and team leaders, members of work teams and project teams, and anyone who strives for a team-focused organization.

Prerequisites

There are no prerequisites for this course.

Duration

One day

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Course Outline

I. Acceptance

- A. Determine acceptable team behaviours.
- B. Define team goals and objectives.
- C. Determine the benchmarks for team performance.
- D. Write the action steps to achieve team goals.
- E. Identify individual strengths.
- F. Define individual and team responsibilities.

II. Conflict

- A. Foster cooperation and consensus in the team.
- B. Overcome resistance to team goals
- C. Use creative techniques to solve group and individual problems.
- D. Manage change and conflict.
- E. Use active listening to improve communication.
- F. Motivate each other to achieve results.

III. Commitment

- A. Encourage new ideas and creative solutions from the team.
- B. Maintain team ground rules of behaviour.
- C. Make decisions through consensus.
- D. Create an environment of honesty, respect and openness.
- E. Motivate individuals to remain committed to team goals and objectives.