

Certified Courses



High Performance Teams

Why Attend

- Even the best laid plans and strategies can fail if the team driving the plan is not well developed. Developing high performing teams takes time, effort and a deep understanding of the dynamics of effective teams. This course helps team members and team leaders understand how to create and be part of a cohesive unit aligned to achieving results.

Course Methodology

- This course relies on the use of psychometrics aimed at helping participants learn their preferred styles in leading and communicating with others. The course also features the use of a number of case studies, practical exercises and presentations by participants, followed by group discussions.

Course Objectives

By the end of the course, participants will be able to:

- Distinguish between groups and teams and list the major characteristics of effective teams
- Identify team strengths and blind spots after analyzing team members' personal styles and preferences
- Use individual differences of team members as a gate to higher team performance
- Make decisions by consensus through participation in a number of team building activities
- Describe effective team members' behaviors and communication patterns
- Lead a team successfully and help it reach its potential

Target Audience

- Managers, supervisors and staff whose job involves building teams as well as working in teams.

Target Competencies

- Relating to others
- Communication
- Teamwork
- Collaboration
- Decision making
- Group problem solving
- Self awareness

Teamwork definitions and personal styles

- Myths about teamwork
- 21st century teamwork definitions
- The concept of synergy
- Characteristics of high performing teams
- Overview of the DiSC behavioral tool
- The 4 behavioral personality styles in the DiSC model
- Personal development profile
- Team personal styles

High performance team building process

- Five steps of the team building process
- Defining goals
- Agreeing on strategies
- Defining team roles
- Motivating team members
- Assessing team performance
- The Belbin type indicator
- Belbin's 9 team roles

Team dynamics

- Team development stages
- Forming stage
- Storming stage
- Norming stage
- Performing stage
- Adjourning stage
- Team problem solving
- Factors shaping team performance
- Phases of team problem solving
- Team decision making
- Building consensus
- Consensus requirements

Identifying effective team communication and behavior

- Communication channels
- Communication methods
- Building rapport
- Managing conflict
- Applying conflict management styles

Team leadership concepts

- Leadership definition
 - Leadership versus management
 - Styles of leadership
 - The implication of attitudes and personality
 - Ten ways to empower followers
 - Situational leadership
 - Levels of development
 - Different styles of motivation
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