

# Team Building Developing High Performance Teams

## Course Outline



Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This course is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

### **This three-day course will teach participants:**

- Identify different types of teams.
- Build teamwork by recognising and tapping into the twelve characteristics of an effective team.
- Promote trust and rapport by exploring your team player style and how it impacts group dynamics.
- Recognise the key elements that move a team from involvement to empowerment and how to give these elements to your team.
- Develop strategies for dealing with team conflict and common problems.
- Understand how action planning and analysis tools can help your team perform better.

### **Course Overview**

Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their personal learning objectives.

### **Organisations Today**

To begin the day, participants will look at how changes in organisations have affected teams.

### **Types of Teams**

During this session, the word "team" is defined. Participants will also look at some different team models, including traditional teams, task forces and virtual teams.

### **Team Norms**

In this session, participants will establish some team norms: ground rules that a team can use to help them work together.

### **The TORI Team Building Model**

One way of looking at team development is the TORI model. Participants will experience this model through a fun exercise.

### **Beckhart's Activities**

In 1972, Richard Beckhart said that there are four activities a group should perform on a regular basis if they desire to grow into a team. Since researchers today still agree on these four activities, we will spend some time exploring each activity.

### **The Four Stages of Team Development**

Every group of people, whether they are a team or just a group working together, grows and evolves. This session is spent looking at Bruce Tuckman's five stages of team development: forming, storming, norming, performing and adjourning.

### **Characteristics of Great Teams**

The 12 characteristics of effective teams were developed by Glenn Parker, who has devoted his whole life's work to studying teams. The first four characteristics in this session and discussed in this session.

### **Open Communication**

Next, participants will learn tips for open team communication, Parker's seventh characteristic of effective teams.

### **Clear Roles and Assignments**

This session is all about Parker's eighth characteristic.

### **Shared Leadership**

This session is all about Parker's ninth characteristic. Participants will also explore shared leadership through a fun activity.

### **Team Player Types**

During this session, participants will score their pre-assignment. Participants will then work in small groups to discuss the strengths and weaknesses of their team player style. This will address the final three characteristics of effective teams.

### **The Trust/Relationship Model**

In this session, participants will look at how trust impacts relationships through a lecture and small group work.

### **Lateral and Vertical Thinking**

This session will examine two types of thinking: lateral and vertical. We will also look at how these thinking models affect creativity.

### **Creative Team Thinking**

During this session, participants will discuss various creative thinking methods, including brainstorming and brain-writing. They will also discuss Edward De Bono's six thinking hats.

### **Team Shaping Factors**

First, participants will discuss the four factors that shape a team during a lecture. Then, participants will apply the knowledge to a case study.

### **Interventions for Team Leaders**

This session will look at some common problems that teams face and some recommended solutions.

### **Resolving Conflict**

Solving conflict in a positive way is key for building a strong team. This session will look at tips for resolving conflict. Participants will also take part in a role play to demonstrate the concepts learned.

### **SWOT Analysis**

Performing an analysis of the team's strengths, weaknesses, opportunities, and threats can be a great tool for development. We will discuss how to perform such an analysis, and then participants will work in small groups to complete a case study.

### **Developing Team Action Plans**

To wrap up the course, participants will look at some planning tools that teams can use to help them grow and improve, including improvement plans and action plans.

### **Course Wrap-Up**

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.