



# Team Building

Course Outline

## Team Building

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Overview

Teams are seen as effective work groups whose effectiveness and success are related to the degree of motivation, co-ordination and shared purpose. While their synergy produces an energy and creativity which overcome them as individuals. Therefore, this training course is an interactive course that aims at aiding attendees with various elements that go into building and managing, and being an effective team player within a team.

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Objectives

- » Identify the main obstacles to effective team working.
- » Understand the nature of the team formation process.
- » Understand the critical components required for a high performance team.
- » Use these components to build a team that works effectively as a unit where synergy is evident.
- » Explain the benefits of developing and maintaining effective team working.
- » Maintain the right attitude and effective communication which allows the participant to better communicate with Self and Others
- » Cover the Philosophy of Managing Performance in order to achieve higher results of productivity and career development
- » Empowering the participant to be able to empower team members The meaning, the benefits, and a set of action to Delegate and Empower
- » Coach and Learn
- » Maintain a fair and positive conversation to achieve required objective

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## utline Table

Day	Topic	N. of Hours
1	<b>Requirements and features of a team</b> <ul style="list-style-type: none"><li>» What is a Team?</li><li>» An Overview of Tuckman and Jensen</li><li>» Four-Phase Model</li></ul>	3 hours
2	<b>Types and Characteristics of teams</b> <ul style="list-style-type: none"><li>» Formal Teams o Informal Teams</li><li>» Membership is clearly definable.</li><li>» Performance goals are well defined, clear and agreed.</li><li>» Interdependency and collaboration are key to success</li><li>» Identification changes the thinking from 'I' to 'we'.</li><li>» Shared values and principles unite the team.</li><li>» Interaction and communication levels are high.</li></ul>	3 hours
3	<b>Stages of developing a team</b> <ul style="list-style-type: none"><li>» Forming</li><li>» Storming</li><li>» Norming</li><li>» Adjourning</li></ul>	3 hours

4	<p><b>The First Stage of Team Development: Forming</b></p> <ul style="list-style-type: none"> <li>» Hallmarks of This Stage</li> <li>» What To Do As A Leader</li> <li>» What To Do As A Follower</li> </ul> <p><b>The Second Stage of Team Development: Storming</b></p> <ul style="list-style-type: none"> <li>» The Hallmarks of This Stage</li> <li>» What To Do As A Leader</li> <li>» What To Do As A Follower</li> </ul>	3 hours
5	<p><b>The Third Stage of Team Development: Norming</b></p> <ul style="list-style-type: none"> <li>» The Hallmarks of This Stage</li> <li>» What To Do As A Leader</li> <li>» What To Do As A Follower</li> </ul> <p><b>The Fourth Stage of Team Development: Performing</b></p> <ul style="list-style-type: none"> <li>» Hallmarks of this Stage</li> <li>» What To Do As A Leader</li> <li>» What To Do As A Follower</li> </ul>	3 hours
6	<p><b>Systematic approaches to team work</b></p> <ul style="list-style-type: none"> <li>» Scope and Expectations</li> <li>» Briefing, Training</li> <li>» Performing the Task</li> <li>» Monitoring and Reviewing</li> </ul>	3 hours
7	<p><b>High performing teams and challenges</b></p> <ul style="list-style-type: none"> <li>» Characteristics</li> <li>» Maintenance</li> <li>» Causes of low performance</li> <li>» People</li> <li>» Communication</li> <li>» Resources</li> <li>» Objectives</li> </ul>	3 hours

	<ul style="list-style-type: none"> <li>» Weariness</li> </ul>	
8	<p><b>Right Attitude and Effective Communication</b></p> <ul style="list-style-type: none"> <li>» Choosing a successful attitude</li> <li>» Get introduced to the different type of communication styles that we operate with, in order to better understand the target person</li> <li>» Build Rapport with individuals since rapport is the key to persuasion and influence</li> <li>» Discover how we see, hear and feel the world</li> <li>» Ask clear questions that guide and enable others to get clear about their objectives</li> <li>» Read another person's eye movements to discover how they are thinking</li> <li>» Understand and practice the 3 levels of listening</li> </ul>	3 hours
9	<p><b>Solving Problems as a Team</b></p> <ul style="list-style-type: none"> <li>» The Six Thinking Hats</li> <li>» Encouraging Brainstorming</li> <li>» Building Consensus</li> </ul>	3 hours
10	<p><b>Empowerment and delegation</b></p> <ul style="list-style-type: none"> <li>» Define Delegation and Empowerment and explain the differences between them</li> <li>» List the benefits of both Delegation and Empowerment</li> </ul>	3 hours

	<ul style="list-style-type: none"> <li>» Explain the processes for both Delegation and Empowering Team Members</li> <li>» Identify What, When, and to Whom to Delegate</li> </ul>	
11	<p><b>Team Building Activities</b></p> <ul style="list-style-type: none"> <li>» The Benefits and Disadvantages</li> <li>» Team-Building Activities That Won't Make People Cringe</li> <li>» Choosing a Location for Team-Building</li> </ul> <p><b>Encouraging Teamwork</b></p> <ul style="list-style-type: none"> <li>» Some Things to Do</li> <li>» Some Things to Avoid</li> <li>» Some Things to Consider</li> </ul>	3 hours
12	<p><b>Conflict Resolution within different teams and departments</b></p> <ul style="list-style-type: none"> <li>» Define your objective and know what exactly you would like to achieve by the end of the communication</li> <li>» Build Rapport with individuals since rapport is the key to persuasion and influence</li> <li>» Learn to predict behavior based on another person's language and influence behavior based on the language you use</li> <li>» Learn how to use the parallel thinking approach, in order to better communicate with the team, solve any miscommunication</li> </ul> <p><b>Wrapping up</b></p> <ul style="list-style-type: none"> <li>» <b>Lessons learned</b></li> <li>» <b>Q&amp;A</b></li> </ul>	3 hours
<b>Total N. of Hours</b>		<b>36 hours</b>