

Developing Team Performance

Overview

Successful companies realise that in an effective team, all members are committed and responsible for output. Because of this, team building skills are important not only for those who lead teams, but also for those who work as part of a team.

This carefully structured, hands-on **two day** workshop equips both leaders of teams and team members with the vital skills they need to build powerful teams.

Target Group

This course is aimed at managers, team leaders and senior staff who are either new to their role or wish to develop and build upon their existing skills.

Objectives

By the end of this course, delegates will be able to;

- Define the qualities of an effective team and how their team matches up
- Understand the dynamics of team management from both internal and external perspective
- Gain an understanding of group processes within the team
- Develop techniques of positive and assertive communication
- Develop and practise listening and feedback skills
- Examine their influencing styles and develop a model for making a case
- Develop group-work skills through practical exercises in information sharing and problem solving
- Examine and practise the processes of group consensus and decision making
- Examine and develop means of increasing the creative power of the team
- Develop personal and team action plans to enhance future effectiveness of the team

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- **What is a Team?**
- What are the qualities and characteristics of an effective team?
- Participant Effectiveness
- How do we match up?
- **Self Awareness & Team Behaviour**
- Behaviour in groups
- Impact of individual behaviour on group effectiveness
- Role expectations and their impact on behaviour
- **Communication in Teams**
- The skilled communicator
- Questioning and listening
- Giving and receiving feedback
- Information sharing
- **Effective Team Behaviour**
- Positive and assertive communications
- Influencing skills
- Arriving at group consensus
- **Dealing with Conflict**
- The causes of conflict
- Bringing conflict to agreement

Outcomes

Each delegate will be asked to complete a personal action plan to identify key changes to implement and skills to practice.