€TRAINING

Leading High Performing Teams

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Introduction:

No matter how knowledgeable and competent its members may be, a dysfunctional team will undermine organizational goals, sap morale, and waste effort. This conference focuses on the critical roles of team leader and middle manager in harnessing their team□s potential and introduces and practices techniques for moving the team to peak performance.

Conference Objectives:

At the end of this conference the participants will be able to:

- Understand your role as a leader
- Identify and leverage talent within the team
- Engage and motivate the team with shared vision and values
- Establish clear objectives and standards of performance for their team
- Measure and manage team performance
- Manag and use conflict and challenge
- Optimize team flexibility and commitment

Targeted Audience:

- Experienced team leaders
- Junior/middle managers
- Supervisors

Conference Outlines:

Unit 1: Teams and Their Leaders:

- Teams, leaders, and managers
- Key leadership tasks
- Influence, authority, and power
- Leadership styles and style flexibility
- Self-awareness
- Emotional intelligence and rapport

Unit 2: Vision, Direction & Alignment:

- Creating a shared vision
- Aims, objectives and goal alignment
- Developing meaningful objectives and indicators
- Divergent approaches to problem-solving
- Communicating a compelling vision
- Delivering challenging messages

Unit 3: Team Dynamics:

- Team development
- The sociology of the team
- Characteristics of high-performing teams
- Balancing team roles
- Non-traditional team structures
- Delegation and empowerment

Unit 4: Developing The Team:

- Learning and competence
- Building a coherent team
- Self-managing teams and their challenges
- Coaching, mentoring, and self-directed learning
- Feedback and appraisal
- Leveraging team strengths for peak performance

Unit 5: Performance & Conflict Management:

- Defining performance
- Approaches to measuring team and individual performance
- Performance through the eyes of the customer
- Performance management: science or art?
- Conflict as a catalyst for team development
- Dealing with challenging interpersonal relations