

# € TRAINING

Building Skills for Working in Teams: Igniting  
Passion & Activating Potential in Teams





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## Introduction:

A truth about life is our interdependence. Everything we accomplish within an organization is through the efforts of people working together. In spite of our technological advances, our competitive advantage lies in our ability to work effectively with other people.

The premise of this program is that organizations are much more healthy and productive when their relationships are strong and people work together. In a highly interactive environment, team members enjoy their work while learning principles and skills to ensure that they communicate, resolve conflicts, solve problems, make decisions, and maintain a positive work environment.

## Course Objectives:

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

- Study effective team operations.
- Analyze effective communications strategies.
- Understand how to give and receive effective feedback.
- Consider effective team dynamics and decision making.
- Explore team problem solving and conflict resolution mechanisms.
- Examine time management and personal productivity.

## Targeted Audience:

- Managers
- Supervisors & Team leaders
- Employees among all departments

## Course Outlines:

### Unit 1: Fundamentals of High-Performance Teams:

- Analyzing the basics of team operations
- Obtaining the benefits of teams
- Considering the four types of teams
- Building team performance
- Understanding the role of the team leader

### Unit 2: Basic Communication:

- The basics of face-to-face communication
- Creating effective oral communication
- Making successful presentations
- Understanding the skill of active listening
- Overcoming barriers to communications

### Unit 3: Giving and Receiving Feedback:

- Learning to give effective feedback to others with scripts
- Receiving critical feedback effectively
- Understanding positive and negative attitudes
- Dealing with difficult employees
- Understanding why employees can be difficult
- Utilizing the Thomas-Kilmann conflict mode instrument
- Analyzing the various styles for influencing
- Feedback at Johnson and Johnson

### Unit 4: Group Dynamics:

- Building high-performance team dynamics
- Avoiding ineffective team dynamics
- Rating your team's group process
- Understanding different team player styles
- Examining critical team member competencies

### Unit 5: Team Decision Making:

- Examining a team decision-making model
- Utilizing the Vroom-Yetton leadership model
- Considering methods of group decision making
- Inspecting benefits and drawbacks of group decision methods
- Overcoming barriers to effective decision making

### Unit 6: Team Problem Solving:

- Defining creative problem solving
- Appreciating the difference between left and right brain thinking
- Obtaining the benefits of brainstorming
- Making use of DeBono's six thinking hats
- Considering Von Oech's work on overcoming mental locks
- Applying the four roles of the creative process

### Unit 7: Conflict Resolution:

- Understanding constructive VS destructive conflict
- Obtaining the benefits of positive conflict
- Digging down to the roots of conflict
- Employing an effective conflict management model
- Examining the 5 styles for dealing with conflict

### Unit 8: Time Management:

- Managing time daily
- Understanding why people procrastinate
- Setting personal goals in all key areas to guide the use of your time
- Employing an effective goal setting formula
- Understanding the principles of achievement



- Using the key to your power
- Examining the impact of your belief system
- Changing your limiting beliefs