

Skills for High Performance Teamwork

Overview:

Team Skills are basic and critical to the success of any team as they take on responsibility for managing their piece of the business and coordinating with others inside and outside the organization. **Skills for High Performance Teamwork** will bring work teams to a new level of collaboration, communication and teamwork as they learn how to work more effectively as individuals and more sensitively at an interpersonal level.

Program Objectives

- Understand the basics of interpersonal communication
- Be able to give and receive feedback effectively
- Understand the dynamics of how groups work
- Be able to make effective decisions as a team
- Be able to solve problems effectively as a team
- Improve conflict resolutions skills
- Improve person productivity and use of time

Structure and format:

- Seven modules
- Each module 2 – 3 hours in length
- Delivered at least one week apart (recommended)
- Large or small group format
- Numerous individual and group exercises
- Individual departments or cross functional staff

Module 1: Basic Communication

- How people's perceptions and viewpoints differ
- The basics of face-to-face communication
- The difference between one-way and two-way communication
- To understand the skill of listening
- To improve active listening skills

Module 2: Giving and Receiving Feedback

- Learn what feedback is
- Discover how open or closed you are to giving and receiving feedback
- Learn to give effective feedback to others
- Learn how to receive effective feedback from others
- Practice giving and receiving live feedback from team members
- Make a personal improvement plan to respond to team feedback

Module 3: Group Dynamics

- Learn what group dynamics is
- Experience and discuss group dynamics in action
- Learn about group process and shared leadership
- Determine what you can do personally to improve group process skills
- Identify how your team will improve its group process

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Module 4: Team Decision Making

- Discuss barriers to group decision making
- Learn about methods of group decision making
- Practice consensus decision making
- Practice using a group decision-making model
- Identify how your team will improve its group decision making
- Review who is responsible for current team decisions
- Identify team decision issues to be addressed
- Discuss shifting to ideal team decision-making responsibilities

Module 5: Team Problem Solving

- The challenges of group problem solving
- A working definition of problem solving
- A model for group problem solving and how to use it
- How to do creative brainstorming
- How to use cause and effect diagrams to analyze problems
- How well your team is set up for effective problem solving
- The areas of group problem solving in which your team will improve

Module 6: Conflict Resolution

- Learn a definition of unhealthy conflict and how to keep from crossing over into it
- Learn about five different conflict management styles
- Use a model to help you to choose how to respond to potential conflict situations
- Assess which conflict styles you most often use
- Practice a Three-Step-Model for resolving conflicts
- Decide how you want to modify your conflict style and how you will better handle your current conflicts

Module 7: Time Management

- How you are currently using your time
- The barriers which keep you from managing your time more effectively
- The difference between the important and the urgent, and how to schedule time for the important
- To set professional goals to guide your use of time
- A systematic approach to managing daily events