

2 Days, \$ 825. or 4 Tickets

The difference between a high-performance team and an average team is enormous. Average teams often struggle just to get through a meeting or to get a policy drafted. High performance teams work well together to maximize energy, resources, and creativity, resulting in amazing things.

This two-day workshop will teach participants how to build a high performance team, including how to:

- Identify different types of teams
- Build teamwork by recognizing and tapping into the twelve characteristics of an effective team
- Promote trust and rapport by exploring their team player style and how it impacts group dynamics
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to their team
- Develop strategies for dealing with team conflict and common situations
- Use action planning and analysis tools to help their team perform better

Course Outline

Introduction and Course Overview You will spend the first part of the day getting to know other participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Organizations Today To begin the day, we will look at how changes in organizations have affected teams.

Types of Teams During this session, we will define the word "team." We will also look at some different team models, including traditional teams, task forces, and cyber teams.

Team Norms This session will look at some of the benefits and pitfalls of teams. We will also establish some team norms: ground rules that a team can use to help them work together.

Towers One way of looking at team development is the TORI model. Participants will experience this model through a fun exercise.

Beckhart's Activities Richard Beckhart said in 1972 that there are four activities a group should perform on a regular basis if they desire to grow into a team. Since researchers today still agree on these four activities, we will spend some time exploring each activity.

The Four Stages of Team Development Every group of people, whether they are a team or just a group working together, grows and evolves. We will spend this session looking at Tuckman and Jensen's four stages of team development: forming, storming, norming, and performing.

Parker's Characteristics The twelve characteristics of effective teams were developed by Glenn Parker, who has devoted his whole life's work to studying teams. We will discuss each of them in detail through a combination of lectures, small group work, and case studies.

Glenn Parker Team Survey During this session, participants will complete a survey constructed by Glenn Parker. This survey will help participants identify their team player style. Participants will then work in small groups to discuss the strengths and weaknesses of their style.

The Trust/Relationship Model We will look at how trust impacts relationships through a lecture and small group work.

Creativity This session will examine two types of thinking: lateral and vertical. We will also look at how these thinking models affect creativity.

The Six Thinking Hats During this session, we will discuss Edward De Bono's six thinking hats. Then, we will explore how these hats can help us in a team environment.

Team Shaping Factors First, we will discuss the four factors that shape a team during a lecture. Then, participants will apply the knowledge to a case study.

Problem Identification This session will demonstrate a key point of problem solving: you can't fix it if you don't know what is broken!

Exploration, Analysis, and Evaluation Team problem solving needs a three-phase approach: exploration, analysis, and evaluation. We will look at this model through a combination of lectures and group work.

Other Problem-Solving Techniques During this session, we will look at some other key problem solving tools, including the fishbone technique, the lasso, and force field analysis.

Interventions This session will look at some common problems that teams face and some recommended solutions.

Resolving Conflict Solving conflict in a positive way is key for building a strong team. This session will look at types of conflict and tips for resolving conflict. Participants will also take part in a role play to demonstrate the concepts learned.

SWOT Analysis Performing an analysis of the team's strengths, weaknesses, opportunities, and threats can be a great measuring stick. We will discuss how to perform such an analysis, and then participants will work in small groups to complete a case study.

Developing Team Action Plans To wrap up the day, we will look at some planning tools that teams can use to help them grow and improve, including improvement plans and action plans.

Workshop Wrap-Up At the end of the day, students will have an opportunity to ask questions and talk with the trainer.