

Team Building: *Achieving Results Together*



Working in teams with high levels of collaboration and inter-dependence have become a fundamental aspect of organizational effectiveness. Having employees who are capable of being good team members and team leaders is essential. In addition to having good communication and personal skills, they must have a sound understanding of how teams work.

The Team Building Workshop provides both the knowledge and skills to ensure managers, team leaders, facilitators and team members function well in teams, make good decisions and bring out the best in other team members.

Objectives/Benefits

- ◆ Understand the psychology of people in groups.
- ◆ Define the task, relationship and leadership requirements as teams move through the forming, norming, storming, performing and ending stages of a team's development.
- ◆ Understand how the team leader's or facilitator's role and base of influence needs to change as a team moves through each developmental stage.
- ◆ Explore and assess the interaction roles needed in teams to facilitate the work of the team — share information, discuss and decide — and build productive relationships between members.
- ◆ Identify the interaction roles, or patterns, that block and strain team effectiveness.
- ◆ Determine how team members can make constructive use of conflict and differences to promote creativity and cohesiveness.
- ◆ Learn when and when not to use the conflict management approaches of avoidance, accommodation, compromise, compete and collaboration.
- ◆ Learn the elements of trust and how to build a firm foundation of trust between members.
- ◆ Determine when teams need to use command, consultation and consensus decision-making styles to streamline the decision processes of teams.
- ◆ Build a framework of team effectiveness and explore different ways to assess team effectiveness.

Who Benefits: People who work in teams — technical, support & production associates — and people who lead teams — managers, program/project managers, supervisors, team leaders, team facilitators and internal consultants.