

Leadership

Building High-Performing Teams

Course Code: LD303

More and more of today's business is conducted through teams. Developing individual contributors into a high performing team is even more challenging since many teams are virtual and teams are being asked to do more with fewer resources. Teamwork is even more critical in environments where user requirements and technology change quickly. Teams must be more agile and proactive, responding to the needs of their internal and external stakeholders. This workshop focuses on how to leverage individual strengths to create high-performance teams.

Learning Objectives

- Recognize characteristics of high performing teams and the qualities of successful team leaders
- List components of effective team meeting management
- Describe the stages of team development
- Apply effective communication skills to enhance teamwork
- Employ the four-step model to resolve team disagreements
- Practice team-based brainstorming, problem solving and decision making strategies

Topics & Content

- Effective and ineffective team behaviors
- High performing teams
- Effective team leader behaviors
- Team meeting checklist
- The value of a clearly defined agenda and timetable
- Intra-team communication behaviors
- Active listening techniques
- Non-verbal communication behaviors
- Communication challenges for virtual teams
- Four-step disagreement resolution process
- Importance of clarifying goals, roles and responsibilities

Course Information

Duration

1 day

Audience

Managers
Team Leaders
Supervisors
Emerging leaders
Team Members

Accreditations

PMI: 7 PDUs

NASBA: 8 CPEs

OPM: 7 CLPs

OPM Competency: Team Building



“Helped me define interactions and personalities, things I already thought I “knew” but was great to formally learn.”