Developing High Performing Teams

Course Overview

This interactive, reality-based course is designed to give supervisors and managers the skills and knowledge necessary to understand and develop high performing teams. The primary focus of this course is on becoming an effective team leader, including the application of team development skills.

The course starts by developing an understanding of characteristics of high performing teams. A Malcolm Baldrige Team Award Winning company is the focus of a case study to help participants see an excellent model.

Participants complete an on-line DiSC Behavioral Profile prior to the training date. The customized report is used during the class to help team leaders better understand their behavioral style. Participants complete a series of learning activities to help them understand and embrace styles different than theirs.

Other key topic areas include:

- Understanding Team Development
- Effective Team Leaders
- Management Champions
- Team Tool Box
- Measuring Team Performance

In order to better address organizational needs, up to five team tools can be presented from among nearly twenty. Common team tools include

- Improving Communication
- How to Run Effective Meetings
- Establish Team Principles and Operating Guidelines
- Consensus Decision-Making
- Managing Conflict
- Dealing with Problem Team Members
- Improving Problem Identification

The course is designed to be 24 hours in length. However, 8 and 16 hour sessions may meet organizational needs.

Course Objectives

1. Given possible scenarios where teams could be used, learners, using the small group process, will: a) Determine and state if the team approach is appropriate and b) List and defend at least three reasons (pro's or con's) that support their decision.

2. Given descriptions of team behavior, learners will: a) Correctly identify the appropriate stage of team development and b) provide at least four steps that could be taken to enhance team development.

3. Each learner will determine his/her dimensions of behavior utilizing the DiSC Profile and, in a small group using the DiSC workbook, state at least four things they could do to work better with different profile types.

4. Given a scenario in a small group, learners will demonstrate the ability to a) develop a plan to start a new team utilizing team development skills and b) provide reasons (pro's and con's) to consider when selecting which of the six team development skills are appropriate.

5. In a small group setting, provided select team monitoring tools, the learners will successfully demonstrate the use of that tool and state how the tool can be effectively used to improve team performance.

6. Given a variety of scenarios, learners will, in their small group, be able to analyze the scenarios and identify at least four actions they could take to support the use of teams within the context of a specific organizational culture.

Participant Comments

"The thing Iiked most was the stages of team development...you never stop learning in this class and have fun too." Charlotte

"I would recommend this class to others because it provided specific team building tactics, useable in both corporate and public safety." Janice

"I would recommend this class to others because I have a much greater sense of exactly how the team process comes together." Andrew