



# Building High Performance Teams

## Course Overview

Teams are the cornerstone of successful organizations, regardless the type of service they give or the goals they set for quality, cost, speed, value, efficiency, or performance. With teams at the core of your organization's strategy, your success hinges on team-building and how members of that team cooperate and interact with each other.

Your success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. You count on your team's ability to solve problems, resolve conflict, and stay highly engaged in their work. This workshop is for managers who want to develop their team leadership skills, unleash the individual talents of each team member, and build a high-performance team.

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**Recommended for:** Managers

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**Format:** Instructor-led

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**Duration:** Three days

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## Learning Objectives

- Identify different types of teams.
- Recognize and unleash the twelve characteristics of high performing teams.
- Explore your team player style and how it impacts group dynamics.
- Build rapport and establish trust within your team.
- Recognize the dynamics that move a team from involvement to empowerment and foster this dynamic within your team.
- Use proven strategies to resolve team conflict and common problems.
- Understand how action planning and analysis tools can help your team perform better.



## Course Outline

- Unit 1: Setting the Foundation for High-Performing Teams
  - Business Trends
  - Identifying Types of Teams
  - Recognizing Team Norms
- Unit 2: Team Building with TORI
- Unit 3: Four Core Activities
- Unit 4: The Five Stages of Team Development
- Unit 5: Twelve Characteristics of Great Teams
  - The First Four
- Unit 6: Civil Disagreements and Consensus
  - What Is Civil Disagreement
  - The Perfect Menu
- Unit 7: Basic Principles of Open Communication
- Unit 8: Defining Clear Roles and Assignments
  - The Eighth Characteristic of High-Performing Teams
- Unit 9: Applying the Shared Leadership Model
- Unit 10: Identifying Team Player Types
  - Assess Your Style
  - What Type Are You?
- Unit 11: Building Trusting Relationships
- Unit 12: Creative Team Thinking
  - Defining Lateral and Vertical Thinking
  - Creative Thinking Methods
  - Brainstorming and Brainwriting
  - DeBono's Six Thinking Hats
- Unit 13: Four Factors That Shape Team Performance
- Unit 14: Team Problem Solving
  - Three-Stage Problem Solving Model
  - Getting Creative
  - Stage 1 – Problem Identification
  - Stage 2 – Decision-Making
  - Stage 3 – Planning and Implementing Solutions
- Unit 15: Strategies for Team Leaders
  - Handling Common Situations
- Unit 16: Resolving Team Conflict
  - Conflict Is Normal. Deal with It.
  - Resolving Internal Conflict
- Unit 17: Using the SWOT Analysis
- Unit 18: Developing Team Action Plans
  - Sample Action Planning Chart



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[info@skillsbuilderpro.com](mailto:info@skillsbuilderpro.com)

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