

Team Building

For participants of a team | **1 or 2 days***

*1 day if across different teams and business units ; for intact teams, 2 days is more powerful as it includes development of vision and related strategies for moving forwards

Participants will understand what constitutes effective teams, and know how to contribute to team effectiveness through displaying trust, personal empowerment, valuing differences, and good communication skills.

Objectives

On completion of the training, participants will be able to:

- determine the effectiveness and phase of development of their team
- identify their own team contribution strengths and weaknesses
- recognise the importance of trust, valuing differences, and effective communication
- identify what can help their team become a high-performing team
- empower themselves to take personal responsibility for their own actions and contribution towards team goals
- develop an appropriate personal action plan

Key Content

- Definition of, and types of teams
- Phases in the development of a team
- Balancing the interpersonal and task focus
- Characteristics of effective teams: the TORI model
- Factors influencing team effectiveness
- Valuing/using differences and managing conflict
- Earning and giving trust: exercise in trust/communication
- Team learning and development
- Personal strengths & weaknesses/Action Plan

Comments by Participants (two months after workshop)

- People are now less likely to say, "It's not my problem"
- It has helped us to become closer to, and more empathic with others
- The whole three days are the best thing that's happened. We still have bad days, but at least we are now starting to work as a team.
- Since the course, people seem to be happier to be part of the team
- Until the course, some people hadn't realised the amount of knowledge needed to operate effectively on the Help Desk – they now appreciate this.
- Since the course, people seem to realise that it is a good thing to understand and work with others in the team