

Soft-Train



*At Soft-Train
Technology Works*

Team Building (2 Days)

COURSE GOAL: To develop the students understanding of effective team building in the work place.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Manage Team Meetings
- Team Behavior
- Problems of Fear and Control
- Decision Making and Problem Solving
- Evaluate and rewarding team performance
- Training

KEY TOPICS:

I. Getting Started

- A. Management Commitment
- B. Types of Teams
- C. The Basics of Team Functioning
- D. Assigning Team Roles
- E. Key Components in Productive Teams
- F. Cause of Team Failure
- G. Closing Out a Team

II. Let's Meet: Team Meetings

- A. Setting the Agenda
- B. Structuring the Meeting
- C. Handling Leftover Agenda Items
- D. Special Meeting Tips
- E. Handling Specific Issues
- F. Symptoms of Internal Meeting Problems
- G. Facilitating Meetings

III. Team Behavior

- A. Team Rules of Behavior
- B. Team Member Behavior
- C. Facilitator Behavior
- D. Managing Conflict
- E. Disciplinary Action

IV. Problems of Fear and Control

- A. Basic Assumptions About People
- B. The "Muck in the Middle"
- C. Building Trust
- D. Relinquishing Control
- E. Overcoming Resistance

V. Team Decision Making and Problem Solving

- A.** Gathering Ideas
- B.** Prioritizing Ideas
- C.** Analyzing Ideas
- D.** Collecting Data
- E.** Developing Solution Alternatives
- F.** Making Decisions
- G.** The Decision Making Process
- H.** Consensus Guidelines
- I.** Blocking Consensus

VI. Evaluating and Rewarding Team Performance

- A.** Purpose of Evaluations
- B.** Team Reviews
- C.** Types of Team Rating Systems
- D.** Components of Effective Review System
- E.** Performance Factors for Team Reviews
- F.** Sample Evaluation Processes
- G.** Handling Problem Evaluation Situations
- H.** Team Reward Systems

VII. Training

- A.** Adult Learning
- B.** Team Training
- C.** Needs Assessment
- D.** Pre-training Assessment
- E.** The Role of the Trainer
- F.** Training Session Structure and Tips
- G.** Using Nonprofessional In-House Trainers
- H.** Using Consultants and Outside Professional Trainers
- I.** Training an Entire Organization
- J.** Evaluating and Testing Results