

Soft-Train



*At Soft-Train
Technology Works*

Developing People Skills and Understanding Team Dynamics (2 Days) ST00029

COURSE GOAL: Teach the basic principles of leadership skills and strategies for motivating, coaching and directing others.

PREREQUISITES: None.

LEARNING OBJECTIVES:

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

- Understand the different styles of leadership and know which ones to use when.
- Motivate others to perform at high levels in the workplace.
- Listen and probe in order to gather information.
- Coach and develop direct reports in their job functions.
- Create effective teams in the workplace.
- Develop strategies to develop oneself into a better leader.

KEY TOPICS:

I. Getting Clear on the Concept 1

- A. The Case for Teamwork
- B. A Quick Overview of the Model
- C. Two Important Questions
- D. Are We Really A Team?
- E. Are We Ready for Heavy Lifting?

**II. Overcoming the Five
Dysfunctions of a Team**

- A. Overcoming Dysfunction #1 – Building Trust
- B. Overcoming Dysfunction #2 – Mastering Conflict
- C. Overcoming Dysfunction #3 – Achieving Commitment
- D. Overcoming Dysfunction #4 – Embracing Accountability
- E. Overcoming Dysfunction #5 – Focusing on Results

**III. Answering Questions and
Anticipating Problems**

- A. Common Questions
- B. How Long To Build A Team
- C. How Many People
- D. Objections From Participants
- E. Obstacles to Avoid

IV. Building the Team

- A. Team-Building Road Map
- B. Time Line
- C. The Initial Off Site
- D. Off Site Follow Up
- E. Tools and Exercises in Detail