

Soft-Train



*At Soft-Train
Technology Works*

Team Effectiveness: Team Building Techniques (2 Days) ST00037

COURSE GOAL: To provide Managers and Supervisors the basic skills for team building.

PREREQUISITES: None.

LEARNING OBJECTIVES:

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

- Know the Value of Team-Building.
- Gain Commitment from a Team.
- Implement Trust-Building Techniques.
- Use Decision Making and Consensus Building Techniques.
- Delegate to and Empower Team Members to Take Action.
- Use Problem Solving Techniques to Make Improvements in the Workplace and to Resolve Issues.

KEY TOPICS:

I. The Call for Collaborative Leadership and Partnerships in Organizations

- A. The Call for Collaborative Leadership
- B. The Business Environment Now and Ahead
- C. Additional Bureaucracy
- D. The Transformed Enterprise
- E. Internal Operations of the Transformed Enterprise
- F. What Makes It Tick

II. The Core Elements for Collaborative Partnerships

- A. Framing the Essence of Collaboration
- B. Three Structural Ingredients
- C. Three Behavioral Ingredients
- D. Positive Consequences of Organizational Collaboration
- E. Collaboration Requires Planning and Facilitation

III. Leadership Behaviors for Building Team Power

- A. Mutual Trust
- B. Competence
- C. Character
- D. Communication
- E. A Model for Building and Sustaining Mutual Trust
- F. Eliminate Super Trust Destroyers
- G. Never Compromise Your Trustworthiness
- H. Building Mutual Trust

IV. Decision Making: The Range of Options and Forces Involved

- A. Understanding the Eight Basic Decision Options
- B. Reviewing the Four Autocratic Options
- C. Reviewing the Four Shared Options
- D. Forces Impacting The Choice of a Decision Option
- E. Pulling It All Together

V. Consensus Building: Facilitating Whole-Group Support

- A. Consensus in Perspective
- B. A Model For Consensus Decision Making
- C. Principals for Consensus Decision Making
- D. Techniques for Converging on Win-Win Consensus Solutions
- E. Making Progress Without Consensus

VI. Conflict Management: Facilitating Seven Steps to Collaborative Conflict Resolution

- A. The Essence of Conflict Management
- B. Primary Strategies for Managing Conflict
- C. Accommodating
- D. Compromising
- E. Differentiation
- F. Integration

VII. Delegation Effectiveness: Increasing the Capacity of Others to Act

- A. Workplace Realities
- B. Authority, Responsibility, and Accountability
- C. Degrees of Delegation
- D. What to Delegate and What Not To
- E. Benefits of Excellent Delegation

- F. Barriers to Delegation

VIII. Team Problem Solving: A Collaborative Model

- A. Orientation to Systematic, Collaborative Problem Solving
- B. Problem Sensing
- C. Solving
- D. Analyzing the Problem
- E. Generating Potential Solutions
- F. Selecting and Planning the Solution
- G. Implementing the Solution
- H. Evaluating the Solution

IX. Team Problem Solving: Methods for Creating, Displaying, and Analyzing Data

- A. Tools for Generating, Scrubbing, and Prioritizing Information Lists
- B. Tools for Displaying Data Graphically
- C. Tools for Analyzing Data Graphically
- D. A Closing Point