

**Soft-Train**



*At Soft-Train  
Technology Works*

# Team Building for First-Time Managers (1 Day)

**COURSE GOAL:** Discover how leadership and management style influences the success of team members.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

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

- Make the transition from team member to team leader.
- Understand the difference between a team and a work group.
- Hold team members accountable.
- Make their teams more productive
- Manage challenging situations and resolve conflict within a team.

**KEY TOPICS:**

**I. The Team:**

- A. The Best Team Experience
- B. Defining a Team
- C. The Four Team Models
- D. A Summary of the Four Models
- E. Mismanaging Your Teams
- F. Creating a Team-Based Work Environment

**II. Traveling the Road from Team Member to Manager/Leader of Teams:**

- A. A New Set of Skills
- B. Roadblocks on Your Way
- C. Getting to the New Road
- D. The 10 Steps of Team Building
- E. Leading Your Meetings

**III. Developing a Team Spirit:**

- A. Team-Spirit Key #1: Clear Roles and Responsibilities
- B. Team-Spirit Key #2: Open and Honest Communication
- C. Team-Spirit Key #3: A Supportive and Knowledgeable Manager/Leader
- D. Team-Spirit Key #4: Decision-Making Authority
- E. Team-Spirit Key #5: Rewards and Recognition

**IV. Managing Challenging Team Situations:**

- A.** Make Them Accountable!
- B.** Watch Out for Difficult Team Personalities!
- C.** Going from Conflict to Collaboration

**V. Team: Building Activities:**

- A.** Team Building as an Ongoing Process: The Post-Its, The Original Game, A Real Problem, Well-Known Leaders, Team Temperature, The Unsighted Square
- B.** Conclusion