

**Soft-Train**



*At Soft-Train  
Technology Works*

# The Team-Building Tool Kit (2 Days)

**COURSE GOAL:** To provide practical advice to guide team coaches, leaders, and members to high-performance results.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

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

- Have effective team meetings
- Improve accountability for results and team member behavior
- Assess team performance
- Resolve team conflicts
- Recognize the pitfalls that affect decision making
- Train for high performance
- Design a plan for implementation

**KEY TOPICS:**

**I. Getting Started:**

- A. Leadership Commitment
- B. Types of Teams
- C. The Basics of Team Functioning
- D. Assigning Team Roles
- E. Key Components in High-Performance Teams
- F. Causes of Team Failure
- G. Teams in a Unionized Facility
- H. Closing Out a Team

**II. Let's Meet: Team Meetings:**

- A. Typical Meeting Problems
- B. Setting the Agenda
- C. Meeting Roles
- D. Structuring the Team Meeting
- E. Facilitating Team Meetings
- F. Handling Specific Team Meeting Issues

**III. Team Behavior:**

- A. Team Rules of Behavior
- B. Team Member Behavior
- C. Facilitator Behavior
- D. Managing Team Conflict
- E. Learning to Give and Receive Feedback
- F. Conflict Resolution Protocol
- G. In-House Team Conflict Mediators
- H. Disciplinary Action
- I. Common Issues in Group Behavior
- J. Problems Experienced by Teams and Coaches

#### **IV. Team Decision Making**

- A.** Accountability: An “I” Experience
- B.** Team Decision Making
- C.** The Decision-Making Process
- D.** Consensus Decision Making
- E.** Consensus Guidelines
- F.** Best Team Decision-Making Behaviors
- G.** What Impairs Team Decision Making?

#### **V. Team Problem-Solving Process and Tools:**

- A.** A Simple Problem-Solving Approach
- B.** Team Skills Required for Problem Solving
- C.** Gathering Ideas to Find the Problem
- D.** Prioritizing Ideas
- E.** Analyzing Ideas
- F.** Collecting Data
- G.** Developing Solution Alternatives
- H.** Planning Tools
- I.** Tips for Problem Solving

#### **VI. Team Scoreboards and Performance:**

- A.** Assessments
- B.** Team Measurement Systems
- C.** Sharing Measurement Feedback
- D.** Management’s Role in the Feedback Process
- E.** Team Assessments
- F.** Early Assessments for the Team
- G.** Formal Team Assessments
- H.** Individual Team Member Assessments
- I.** Self-Directed Work Team Evaluation Process

- J.** Handling Problem Evaluation Situations
- K.** Removing a Member from the Team

#### **VII. The Teaming Road Map:**

- A.** Building Dissatisfaction with the Status Quo
- B.** Creating a Compelling Vision
- C.** Creating a Design Team
- D.** Organizational Development/Effectiveness Manager
- E.** Virtual Teams
- F.** Individual Team Road Map