Building High-Performing Teams

In the modern work environment, organisations increasingly need cohesive, flexible teams. For some people, teamwork comes naturally, for others, it's a challenge. A crucial part of management, therefore, is knowing how to create an effective team form a group of potentially diverse people. MCI's Building High-Performing Teams program provides insights into the essential elements of successful teams and how to develop a positive team culture in the workplace.

Snapshot

Duration: 2 days

Learning Outcomes

- Identify the stages of team development in your own work teams

- Evaluate your interpersonal skills as both a team member and a team leader and enhance relationships within your work teams

- Apply a range of tools to manage individual and team performance

- Evaluate, apply and refine your team skills in the workplace

- Give and receive feedback with greater confidence and effectiveness

- Recognise the indicators of high performing teams

Course Content

Setting the Context

- Introduction

- Learning outcomes

- Personal objectives

Why Work in Teams?

- Definition of a team

- Personal experience

- Why work in teams?

- Types of teams

- Reluctance to use teams

- Team dysfunctions

- Review activity: Team Challenge

Team Dynamics

- Team dynamics
- Different personalities and preferences
- 4MAT model of communication
- The importance of difference
- Building synergy

Team Communication

- Team communication
- Adapting your communication style
- Framing
- The art of feedback
- The Johari Window
- DESC feedback

Team Development

- Stages of team development

Enabling High Performance

- The four elements of team performance
- Team purpose
- Team roles and responsibilities
- Relationships within the team
- Team processes
- Lessons from geese

Leading the Team

- Team leadership
- Leading teams through change
- Team conflict
- 'Stuck' teams
- Team problem solving: Six Thinking Hats
- Creating solutions

Team Performance Plan

- Team performance plan and template

Action Plan

- Planning to put skills and knowledge into action at work
- Further reading and references