



## TEAM BUILDING

# Course Template

### **Outcome:**

Participants will understand what constitutes effective teams, and know how to contribute to team effectiveness through displaying trust, personal empowerment, valuing differences, and good communication skills.

### **Target Audience:**

Participants (rather than leaders) of a team. Can be run for intact teams, or across different teams and business units.

Note: this workshop is more powerful beneficial if run for intact teams.

### **Duration:**

One day (two days for intact teams – to include development of vision and related strategies for moving forwards)

### **Objectives:**

On completion of the training, participants will be able to:

- determine the effectiveness and phase of development of their team
- identify their own team contribution strengths and weaknesses
- recognise the importance of trust, valuing differences, and effective communication
- identify what can help their team become a high-performing team
- empower themselves to take personal responsibility for their own actions and contribution towards team goals
- develop an appropriate personal action plan

### **Key Content:**

- Definition of, and types of teams
- Phases in the development of a team
- Balancing the interpersonal and task focus
- Characteristics of effective teams: the TORI model
- Factors influencing team effectiveness
- Valuing/using differences and managing conflict
- Earning and giving trust: exercise in trust/communication
- Team learning and development
- Personal strengths & weaknesses/Action Plan

### **Comments by Participants (two months after workshop)**

- *People are now less likely to say, “It’s not my problem”*
- *It has helped us to become closer to, and more empathic with others*
- *The whole three days are the best thing that’s happened. We still have bad days, but at least we are now starting to work as a team.*
- *Since the course, people seem to be happier to be part of the team*
- *Until the course, some people hadn’t realised the amount of knowledge needed to operate effectively on the Help Desk – they now appreciate this.*
- *Since the course, people seem to realise that it is a good thing to understand and work with others in the team*