

GETTING RESULTS FROM YOUR TEAM

Introduction

What do the great teams do that the others fail to do? How do team leaders build their teams to be collaborative, self-reliant, motivated and productive?

Flying geese intuitively know the answer. As each bird flaps its wings, it creates uplift for the following birds. By flying in V formation the whole flock adds over 70 percent to the flying range than if each bird flew alone.



This highly-interactive training course will help demonstrate how teams can be led to achieve much more than either the team leader or the team members dreamt possible – the **additional human uplift**.

It will help team leaders learn skills and techniques that enable them to **feel more in control** of their team while at the same time applying techniques that help team members **release their talents, energy and potential**.

The 3 day course will examine the latest ways to motivate and manage teams for **improved productivity and morale** and help turn average team leaders into one's that others in the organisation will aspire to join.

Course Objectives

By the end of this course, you will have learned to:

- Identify individual work styles differences and how to use them to develop your team
- Draw-up a comprehensive Team Purpose Analysis and objective set for the team's foundation
- Apply the modern principles of time and activity management and manage self and team by them
- Apply modern motivation techniques to get the best out of team members
- Use communication techniques that help minimise "noise in the team system"
- Influence team members to embrace change and use it as a powerful, positive force

Training Methodology

Participants will receive a thorough training on the subjects covered by the course outline using a variety of proven adult learning teaching and facilitation techniques. Course methodology includes:

- Self and team assessment diagnostics - short activities to help you focus on your priorities
- Video presentations - to inform, educate and entertain
- Case studies of high performing teams - learning from the best, modern organisations
- Participative discussions
- Experiential activities to engage participants emotionally as well as cognitively
- Scenario building forums to experiment with ways of managing team situations

Personal Impact

The course will give participants the confidence, energy and skills to build and develop high performing teams. You will:

- Be able to use knowledge of your own work style to improve relationships with team members and get the best from them
- Improve your ability to control inter-personal situations and outcomes that previously gave you cause for anxiety and stress
- Gain increased respect from their team members as you seek to help them fulfill their potential
- Manage your team to improved productivity with less personal effort
- Be able to take on secondary teams as your ability to manage your core team with less personal effort grows
- Transfer the skills learned in the course to managing people outside your team such as suppliers and customers
- Enhance your career prospects by leading successful high-performing teams that catch the attention of organisational leaders

COURSE OUTLINE

DAY ONE

STARTING FROM WITHIN – YOU THE TEAM LEADER

- **Know yourself and your role** as a team leader - you strengths and style preferences
- Examine and **challenge the impact of your belief system** and limiting beliefs
- **Prioritise your time and tasks** effectively and train your team to do the same
- **Set personal goals** to guide your outputs
- **Harness the power of role modelling** and “Shadow of the Leader”
- Understand and **apply the principles of personal and team success** and achievement

BUILDING TEAM FOUNDATIONS

- Establish a stretching team purpose – **develop a Team Purpose Analysis**
- **Map out stakeholders** and their needs
- Determine how the team’s underlying **beliefs and values** and fit with purpose
- **Develop team identity, behaviour and culture** to enhance passion and productivity
- **Set motivating outcomes-focussed team objectives**

DAY TWO

ESTABLISHING TEAM ENVIRONMENT, MEMBERSHIP AND ROLES

- **Build an energetic team environment**
- **Establish team roles** - what's missing in your team, what's duplicated?
- **Apply team development stages knowledge** to inform your leadership interventions
- Identify and **share individual's social and work style preferences and strengths**

BUILDING OUTSTANDING TEAM PRODUCTIVITY, PROGRESS AND LEARNING

- **Deploy the lessons of motivational theory** in managing the team
- **Apply lessons from high performing and self-organising teams**
- **Help the team cope with change** and be resilient
- **Develop a systems thinking perspective** for continuous team improvement
- **Conduct team "After Action" reviews** and follow up actions and achievements
- **Apply methods to celebrate team progress and successes**

DAY THREE

DEALING WITH TEAM CONFLICTS AND USING THEM TO IMPROVE TEAM PERFORMANCE

- Identify and resolve common team problems and **manage dysfunctional, counter-productive team behaviour**
- **Apply the Thomas-Kilmann conflict mode instrument** to establish your preferred coping style

BUILDING FRICTIONLESS TEAM COMMUNICATIONS

- **Sharpen team communication skills** - listening, questioning, clarifying, summarising
- **Use the Appreciative Inquiry method** to develop positive approaches to team issues
- Identify and **develop strategies to overcome communication barriers**
- **Give structured, corrective and positive feedback** that motivates
- **Design and conduct team meetings** that are productive and motivating
- **Deploy the RACI approach** to work allocation and reporting