

# Team Building I: Using Teams to Meet Today's Challenges 4 hours

#### Course Outline

To succeed in today's business environment, the knowledge, skills, experience, and perspectives of a wide range of people must be brought together to solve problems, make good decisions, and deliver solutions to customers. Team Building I takes a look at:

- Why Teams Are Important in Today's Workplace
- What Has to Be in Place for Teams to Work Well
- Team Development Model
- Teams and Change
- Types of Problems Teams Face
- A Scientific Approach to Problem Solving
- Review of Problem Solving Tools
- Team Roles (team leader, coach, team member)

## **Course Materials**

The Team Handbook by Scholtes, Joiner and Streibel (Chapters 1-3)



# Team Building II: Learning to Work Together 4 hours

#### Course Outline

The ordinary team is a complicated creature. Members must work out personal differences, find strengths on which to build and balance commitments to team work against the demands of their everyday jobs. Team Building II will focus on:

- Undercurrents in Team Dynamics
- Stages of Team Growth and the Feelings and Behaviors Occurring at Each Stage
- Ingredients of a Successful Team

Team goals and plans Clear communication skills Beneficial team behaviors Well-defined decision procedures Balanced participation Established ground rules Group processes

Providing Constructive Feedback

## **Course Materials**

The Team Handbook by Scholtes, Joiner and Streibel (Chapter 6)



# Team Building III: Dealing with Team Conflict 4 hours

#### Course Outline

Many people associate conflict with stress, tension, and anger and view it as a disease that should be stamped out. This session looks at conflict among team members and how it can actually be of value to a working team. Team Building III explores

- The Value of Conflict and the Danger of Too Much Agreement
- Recognizing and Preventing Groupthink
- Common Responses to Conflict
- Understanding Your Responses to Conflict
- Dealing with Group Problems
- Intervening in Group Conflict
- Common Conflict Related Problems and How to Deal with Them

### Course Materials

*The Team Handbook* by Scholtes, Joiner and Streibel (Chapter 7)