

Team Building Skills

It's easy to get the players; it's getting them to play together that's the tough part.

Most team training courses focus on the mechanics of effective teams – problem solving, meeting skills, and decision-making. Although these skills are critical to team success, they ignore a major issue for all teams – how to interact with each other.

To work together, team members must develop their interactive, communication, and interpersonal skills. This workshop focuses on six crucial interpersonal skills that team members must have if they are to function as a high performance work team.

Learning Objectives

- ◆ Identify and practice new methods of dealing with others that promotes team spirit, cooperation, and open communication.
- ◆ Develop simple techniques for creating cohesive work groups by recognizing and praising each other.
- ◆ Practice and perfect active listening skills.
- ◆ Learn to take feedback from others without becoming defensive or angry.
- ◆ Gain skills that allow positive action to be taken on group performance problems without causing conflicts or tension.
- ◆ Learn to give criticism in a way that helps the individual and the work group to develop as a team.

Audience

This course is specifically designed for team members, team leaders, team sponsors and facilitators. A single team can attend this workshop together, learning and practicing these crucial skills on each other and dealing with their specific team issues or individual members from several different teams can attend the course at the same time, allowing them to learn and practice the skills in a non-threatening, confidential atmosphere. Also, members of management can attend this course to learn to “model” the behaviors that will be expected of employees throughout the organization.

Course Outline

Module One: A Teamwork Style

- ◆ Teamwork, teams and the bottom line
- ◆ Styles of behaving toward team members
- ◆ The aggressive, passive and teamwork styles
- ◆ The behavioral style continuum
- ◆ Small group exercises: Identifying teamwork styles

Module Two: Creating a Positive Team Environment

- ◆ Three lessons about positive actions
- ◆ Why team members don't praise each other at work
- ◆ Giving praise to team members
- ◆ Video-taped role play exercise: practice, taping, feedback

Module Three: Listening for Team Effectiveness

- ◆ Characteristics of poor listeners on a team
- ◆ Poor listening habits
- ◆ Barriers to listening
- ◆ Techniques to overcome listening barriers
- ◆ Three rules for listening
- ◆ Showing understanding
- ◆ Small group exercises: Changing listening habits on the team

Module Four: Dealing with Conflict and Criticism on the Team

- ◆ Two skills for taking criticism from team members
- ◆ Absorbing criticism
- ◆ Examples of "Fogging"
- ◆ Clarifying criticism
- ◆ Video-taped role play exercise: practice, taping, feedback

Module Five: A Problem Solving Style

- ◆ Typical reactions when team members are criticized
- ◆ What is criticism
- ◆ The Problem Solving Style instead of Criticism
- ◆ Video-taped role play exercise: practice, taping, feedback

Module Six: Using Persuasion with Team Members

- ◆ Persuasion
- ◆ The benefits of persuasion
- ◆ Team persuasion cases: small group exercise
- ◆ Video-taped role play exercise: practice, taping, feedback
- ◆ Action step exercise: Individual plans to apply skills at work

Program Format – 3 Days

This three-day course is not a theoretical course -- it is built around practical skills that make the difference between effective and dysfunctional work groups. In teaching each skill, we present the learning point, illustrate its advantages, and give examples of demonstrations. Each participant then practices and gains confidence in using the skills. We use videotaped role-play, exercises, and case studies to give participants “hands-on” skill practice. Participants receive instructor and peer feedback and develop a plan for on-the-job reinforcement of the skills.

The course is broken into six separate, half-day (3.5 hours) modules. The course may be presented as six separate, half-day sessions over time, or it can be presented as three separate full day sessions (two modules per day). The maximum class size is 20, but for optimum results 12-16 participants is ideal.