



## Team Building- Developing High Performance Teams

Successful teams are created when team leaders provide a sense of purpose, create an environment where team members are motivated and challenged, and where individuals feel their strengths are capitalised. Team leaders create a sense of 'uniqueness', which distinctly separates their team from others. Effective communication is central to this success. During this three-day course delegates explore key principles and techniques in a risk-free environment that will help them develop a winning formula with their teams.

### Expected Accomplishments

- An understanding of leadership principles and techniques that build strong teams
- An insight into the behaviour of successful team leaders
- An awareness of own management style
- An understanding of team dynamics and how teams are formed
- An awareness of team roles and how they influence team performance
- Be aware of the essential processes of good team communication
- Be able to deal with challenging team situations

### Course Outline

- Defining leadership
- The qualities of an effective team leader
- Managing vs leading
- How teams are formed
- Goals & objectives
  - Setting goals & objectives
  - Benefits of objective setting
  - Difficulties associated with objective setting
- What Is effective communication?
  - The communication process
  - First impressions
- Active listening skills
- Overcoming barriers to effective communication
- Good questioning techniques
- Giving & receiving feedback
  - Formula for giving feedback
- Delegation
  - How to delegate
  - Levels of delegation
- Understanding motivation & demotivation
- SMART(ER) objectives





## Who can benefit

Professionals responsible for building and maintaining effective teams

## Related Training

- Coaching for Management & Leadership Success
- Leadership for Success
- Effective Managerial Skills
- Team Building & Motivation at Work

## Duration

3 days

## Mode

Consultant led classes including presentations, tutorial exercises and role plays

## Prerequisites

Good communication skills

## Course Code: MGT-435

