



## *Team Effectiveness*

This full-day course provides process and interaction skills for newly forming teams. Included in this module are an overview of the levels of team dynamics, the stages of team formation, the different roles that exist within a team, the transition issues that teams and organizations must face to be truly successful, and the managing of team conflict.

### **Learning Objectives**

- Understanding the definition of teams and team roles
- Understanding the stages of team development
- Recognizing the dynamics of team development
- Knowing the individual involvement in change
- Establishing the foundation skills for team improvement
- Communicating, giving feedback, and understanding style preferences
- Recognizing barriers to communication and understanding
- Developing skills for understanding and handling conflict within teams
- Knowing and using improvement tools

<b>Outline</b>	<b>Time</b>
Introduction and Overview	8:00 — 8:30
Defining Teams and Roles	8:30 — 8:45
Stages of Team Development	8:45 — 9:00
Team Trust Exercise	9:00 — 9:45
Levels of Team Dynamics	9:45 — 10:00
Break	10:00 — 10:15
Model for Change	10:15 — 10:30
Foundation Skills	10:30 — 11:00
Convergence/Divergence Model & Exercise	11:00 — 11:45
Summary of Morning & Break for Lunch	11:45 — 1:00
Communication and Feedback	1:00 — 2:00
Using Meyers-Briggs for Team Effectiveness	2:00 — 3:15
Break	3:15 — 3:30
Process Improvement Tools	3:30 — 4:45
Summary	4:45 — 5:00

<b>Audience</b>	<b>Length</b>	<b>Tools</b>	<b>Participants</b>	<b>Format</b>
Supervisors, Managers, and Professionals	8 hours	Process Tools, Meyers-Briggs Type Indicator	12 — 18	Classroom, leader led, interactive, skills practice, self-evaluations