

Nowadays the emphasis is very much on teams working together to achieve a particular objective. Every company wants to be the leader in its own chosen field and, within each company, departments and sections strive to be the best of the group. Many teams are told by managers: "We've got to win in this particular marketplace" – but being told you've got to be "the winner" doesn't help you get there. You need to know what transforms a group of people into winners in order to be able to become the winning team.

**Your Workshop Leader: Tony Bray**

## LEARNING OUTCOMES

By the end of this course, participants will:

- Have a better understanding of their team's role and what needs changing.
- Be more aware of their own strengths and development needs.
- Understand what an effective team is and what they can do to improve.
- Know each other better, having worked through several team exercises.
- Have had the opportunity to share issues and concerns with their colleagues.
- Have team and personal action plans for making immediate improvements.

## WORKSHOP FORMAT

A stimulating, productive, participative and enjoyable programme. The sessions are mainly practical, interleaved with some theory and several team-building exercises, which move delegates outside their comfort zones.

You'll become more aware of the 'informal' roles you adopt within your team and how they are valued, and the impact this has on your contribution to your team's success.

You'll get some tips on establishing and building effective working relationships, and learning how to understand and respect other people's point of view.

Finally, we'll show you how to say 'no' gracefully without damaging relationships.

### **Quotes:**

*"Great methods and manner.... Interesting course content and well presented – including subtle uses of techniques described.... very relevant with good analogies... very helpful."*

## **Outline Programme**

**Team Leadership – roles and styles**

**Opening team exercise**

- to get things moving

**Setting challenging and clear objectives**

**Five stages of team development**

- Forming
- Norming
- Storming
- Performing
- Mourning

**Striking the right balance between the Task, the Team and the Individual**

**Belbin Team Roles Questionnaire**

**Managing Conflict Positively**

**Reaching Consensus in teams**

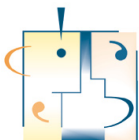
**Closing team exercise**

- to confirm progress

**Personal and team action planning**

## WHO SHOULD ATTEND

- Line managers or team leaders - who manage teams or departments which are performing OK but could be doing a lot better.
- Line managers or team leaders - who are forming new teams which must reach high levels of performance quickly.
- Internal trainers or training consultants - who may be asked to work with new or existing teams to improve their performance.



COMMUNICATE

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