

Course Description

Building Team-Centric Skills AMS256

Organizations are relying on their professional staff to participate on multiple teams: project teams, task forces, advisory boards, and so on. Regardless of the position or role you occupy on your team(s), you will benefit from learning how teams operate and function. Learning how to deal with the interpersonal and organizational issues that arise on teams will enable you to develop and thrive as a professional within your team. This workshop presents the basics of team building and also explores communication skills, conflict management, and problem solving. This course equips team members with the tools needed to interact effectively on teams and with their teammates.



After completion of this workshop, participants will be able to:

- Define the terms “team” and “team building”
- Understand the 6 types of teams and how they function
- Understand the components of a successful project team
- Discuss the 4 stages of team evolution and how to assist teams in each stage
- Understand the 5 team leadership models
- Understand how team structure and team autonomy interrelate
- Understand team operating rules to help your team can function more effectively
- Discuss the views, levels, and types of conflict
- Discuss causes of conflict
- Use influence techniques to manage without authority
- Understand the positive and negative aspects of conflict
- Understand the 5 conflict management styles and when to use each
- Use conflict management skills to create win-win solutions
- Identify and use meeting management skills to lead productive team meetings
- Discuss how verbal and non-verbal communication impacts the team
- Create a plan for cross-organizational communication
- Learn how to assess and evaluate your team using the Team Assessment Diagnostic Tool and the Quick Team Check
- Gaining team buy in for meetings and goals

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by hands-on exercises. The emphasis is on the practical application and adaptation of selected tools and processes.

Delivery Options

Duration

2 Days/Online 12 hours

Who Should Attend

IT professionals who seek to work more effectively and productively within their existing or new team structure would benefit by taking this course.