

Managing4Success: Managing Teams



Professionally develop your team for peak performance

What You Will Learn

- Identify the key factors in developing successful teams
- Identify the four phases of team development
- Participate in group discussions based on your experiences
- Learn the requirements of a team leader to assist in the team phase progression
- Recognize types of conflict and identify the source of conflict
- Discover the role that communication plays in resolving team conflict
- Learn the sources for team conflict
- Identify the importance of team member Needs and Assumptions
- Utilize creative tools for generating solutions to team conflict
- Learn strategies for addressing team conflict situations
- Understand the importance of assertive and empathetic listening
- Discuss methods for motivating the team and maintaining high levels of performance
- Learn strategies for motivating individuals and teams

Who Should Attend

- Managers and Supervisors
- Directors and Corporate Leaders
- Anyone who wants to develop highly effective teams

Course Duration

- 14 hours



The success of your company will depend on how well team members operate together. The collection of individual and team actions will determine the success of a team. Managing Teams will teach you proven techniques to professionally develop your team while focusing on the four phases of teambuilding and the key factors for building winning teams. Participants will also learn how to overcome internal team conflict, increase team productivity, communicate effectively, and generate creative solutions and team motivation.

Course Outline

- **Foundation of Teams**
 - Developing Teams
 - Why do Teams Fail?
 - Stages of Team Development
- **Forming Teams**
 - The Apollo Syndrome
 - Key Factors in Team Building
 - Team Contracts
 - Team Player Survey
 - Team Player Styles
- **Storming Teams**
 - The Pros and Cons of Conflict
 - Recognizing the Conflict Source
 - Message Distortion
 - Communication Traps
 - Personality Differences
 - Shifts in Position or Power
 - Contradicting Goals
 - Conflict Response Strategies
 - Weighing the Costs
 - iSpeak Conflict Resolution Process
 - Empathetic Listening
 - Acknowledging Statements
 - Assertive Acknowledgement
 - Details of the Exploring Phase
 - Probing to Understand
- **Norming Teams**
 - How do Teams Succeed?
 - Why is Trust Important?
 - Generating Solution Alternatives
 - Lateral Thinking
 - Brainstorming
 - Reversed Situation
 - Forced Analogy
 - Point of View
 - Tips for Selecting a Solution
- **Performing Teams**
 - Motivational Theories
 - Personal Motivation
 - Team Motivation
 - Motivational Truths
 - Team Motivational Principles
 - Coaching with Management skills
 - Leadership strategies
 - Situational Leadership Model
- **Implement to Improve**
 - Continuous Self Improvement
 - Satori Moments
 - Team Commitments
 - 21-day Habits
 - Management Resources
 - Management Tools

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