

# MentorTraining

Corporate Computer and Soft Skills Training  
*Serving the Bay Area since 1987*

## **Building Effective Teams**

### *Experiential Learning Series*

#### **Course Description:**

Participants will gain a deeper understanding of how teams operate and how to make them more effective, as well as team development, team dynamics, and what it takes to be team members. This course delivers simple but powerful models for understanding communication based on current and widely respected research. Each concept is supported by break-out exercises, and then grounded with professionally facilitated experiential learning discussion.

Each participant will take away a new set of *personalized* tools for improving the productivity of the teams they are on, as well as the associated individual and group satisfaction.

#### **Course Length:**

1 day with a total of 6 hours of class time, typically 9-12 and 1-4 PM.

#### **Course Audience and Size:**

This course is designed for anyone seeking to improve her or his effectiveness within teams and gain a better understanding of team dynamics. Individual contributors and managers at any level will benefit. Diversity of enrollees is encouraged. A minimum of 10 participants is required and a maximum of 25.

#### **Course Learning Objectives:**

- Understand how teams work and operate
- Learn tools and techniques for making teams more effective
- Gain a deeper understanding of your role as a team member or leader and how you can improve your contribution.

#### **Course Methodology:**

Each module of the course begins with a brief lecture introducing one or more new concepts. Each lecture is followed by break-out exercises, typically in groups of two to four, in which the new concepts are applied. Each exercise is followed by facilitated full group discussions around the experience of applying these new concepts and how they might be applied in the workplace. Questions and discussions relating to participants' personal business experience are encouraged. Finally, each module is concluded with individual reflection and capture of new learning objectives based on one's own experience in the exercises and group discussion.

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The first half of the training day will emphasize general descriptions of team fundamentals, whereas the second part of the day will focus on individuals' role and influence on team functioning.

## **Course Outline:**

### 1. Why Teams

- a. Team definition and components
- b. Importance of effective communication in teamwork
- c. Effective communication model
- d. Trust in teams

### 2. What Creates Effective Teams?

- a. What defines team effectiveness
- b. Team components in details
- c. Team roles and individual tendency
- d. Four team developmental stages
- e. Team synergy model

### 3. Team Leadership Styles

- a. Leadership styles
- b. Difference in leadership focus
- c. Four degrees of team members' involvement

### 4. Relationships within Teams:

- a. Bids for connection
- b. Emotional bank accounts (and implications for collaboration and conflict)
- c. Facial expressions and body language
- d. The Four Horsemen

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## **Course Facilitators:**

The instructor for this course is a Senior Facilitator at Stanford's Graduate School of Business for the Interpersonal Dynamics, and Leadership and Interpersonal Influence courses. She is the co-founder of Dialogue Circles and has over 15 years experience helping individuals and groups improve communication skills in both community and corporate environments. Ms. Hazan has a strong background in and passion for experiential learning. She has a Masters degree in Industrial and Organizational Psychology from San Jose State University.

Kevin Martin is the President of Mentor Training and a Senior Facilitator at the Stanford Graduate School of Business. He brings over 25 years of leadership experience in the management consulting, private equity and technology industries. Kevin possesses a deep knowledge of and keen appreciation for employee development and the skills necessary to succeed at every career stage.