

MentorTraining

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

Manager as Team Leader *Leadership Series*

Course Description:

Teams are a fact of life in today's workplace, but how do you guide a team to perform at high levels and become better than the sum of its parts? This half-day class gives managers a teambuilding roadmap. Using a mixture of lecture, group discussions and experiential team exercises, the class shines light on new teams, stale teams, dysfunctional teams and more. Managers will learn the basic behaviors necessary for team success, useful decision-making approaches, how to match their management styles to team effectiveness, and how to build trust and cohesion in their teams.

Course Length: Three hours of instruction, typically 9-12 noon or 1-4 PM.

Course Audience: Anyone in management, or those who have supervisory responsibilities (or soon will).

Course Objectives:

1. Participants will come to understand elements that constitute excellent teams.
2. Participants will be able to state phases of team development and determine the phase of their own team.
3. Participants will experience teamwork behaviors in a simulation, and analyze teamwork behaviors.

Course Outline:

Introduction to Teambuilding

What Do Effective Teams Do Well?

Experiential Exercise

Stages of Team Development

Forming, Storming, Norming, Performing

Defining the Current Stage of Each Participant's Team

Application: What to Do at Each Stage

Trust

Building Trust in Teams

Four Levels of Trust

How Trust Can Build or Destroy a Team

Experiential Exercise in Trust

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Team Structure

Mission/Purpose

Goals/Objectives

Leadership

Roles and Responsibilities

Performance Challenges

“STAR-D” Recipe for Team Behaviors

Asking for Help

Reinforcement and Celebration

Dialogue: Important Team Communication Skills

Experiential Teambuilding Exercise

Teambuilding Development Plan

Assessing Your Team

Committing to Lead Your Team to Success

Course Methodology

Facilitators use a variety of training methods for each workshop, including large group discussions, individual work and reflection, assessments, small group discussions and exercises, case studies and simulations for role-play. Videos that are applicable will form a part of some workshops.

Customization will be based on information provided by the human resource department or the individual department prior to the workshop. These will be interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept under 25, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

About the Instructor:

The instructor for this course has been a soft skills instructor and coach to Bay Area companies for 30 years and is also the author of the courseware. He is a master trainer, having delivered over 2000 training sessions and trained dozens of instructors in his career. He has authored a full series of managerial soft skills courses, and he specializes in communication and relationship topics.