



Designing & Building High-Performance Teams

Course Overview

In the late 1970s and early 1980s companies like General Foods, Volvo, and a few others made headlines when they formed teams to accomplish projects. Today it is considered a standard way of doing business. In order to achieve successful team projects it is critical that everyone from senior management to the customer to the team member understands what it will take to achieve success. Is a team really necessary? What are the roles and responsibilities of each stakeholder? How should team members be selected and managed? What happens when conflict arises? Is it possible to have a team performance evaluation?

This one-day workshop will introduce you to the concepts of how to effectively design, build, and manage a high performance team.

Key Outcomes

Upon completion of this course, participants will be able to:

- » Determine when an individual approach or a team approach is appropriate
- » Explain and apply leadership techniques
- » Identify the necessary steps for successful team development
- » Describe management's role in team development and team dynamics
- » Identify how to measure team effectiveness
- » Demonstrate a working knowledge of Relationship Awareness® Theory

Course Outline

To have a team or not to have a team

- » Describe the difference between a team and a group
- » Determine when team approach is appropriate
- » Determine when an individual approach is appropriate

How can teams be effective?

- » Identify characteristics of effective teams
- » Identify steps in creating effective teams
- » Explain the role of management in creating effective teams

At-a-Glance:

Course Length:

One-day Workshop

Course Number & Level:

433.HPTW – Mastery

Professional Development Units

(PDUs): 7

Continuing Education Units (CEUs):

0.7

PMBOK® Guide Knowledge Areas

Covered:

- » Human Resource Management

Selecting and shaping the team player

- » Define and describe four basic motivational value systems
- » Define and describe blends of motivational value systems
- » Identify the five stages of team development
- » Describe the relationship between value systems and conflict
- » List and describe five methods for addressing conflict

How effective is the team?

- » Describe measuring points to determine the effectiveness of teams
- » Explain how to evaluate team performance