



**Palomino Training Solutions**  
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## Management Team Building (2 days)

### Course Overview

**Fact:** *Teambuilding brings teams together, cementing relationships and creating a more cohesive atmosphere in the workplace.*

Teambuilding has never been so effective. Learn some important skills to help you be more successful in the workplace and have fun at the same time. Develop better relationships with your colleagues and improve productivity through working together.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, role plays, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

### Target Audience

All managers or supervisors, team leaders or line managers who form part of a team and who would like to improve their working relationships as well as learning more skills.

### Course Outline

#### ICEBREAKER: Team Name Selection

#### SECTION 1: Time Management

1. Time Wasters and Solution
2. Setting Goals
3. Planning Tools and Scheduling

#### SECTION 2: Delegation

1. What to delegate
2. The reasons to delegate
3. The six steps to delegation
4. Resisting delegating

#### SECTION 3: Your Personality Style

1. Personality Style Quiz
  - a. Driver
  - b. Amiable
  - c. Expressive
  - d. Analytical
2. Characteristics of each Style
3. Strengths and Weaknesses of each Style

#### ACTIVITY 1: Dress me Up!

With the provided materials, teams are given time to design and make an outfit which needs to be modelled by one of the team members. Teams are required to think out of the box and use their creativity to come up with original and innovative ideas.

#### **SECTION 4: Communication**

1. What is a Skilled Communicator?
2. Asking Questions
3. Probing
4. Vague Instructions
5. Listening Skills
6. Communication & Listening Barriers
7. Active Listening

#### **SECTION 5: Forbidden Phrases**

1. Overcoming the Forbidden Phrases

#### **SECTION 6: Dealing with Problem Customers**

- Step 1 - Listen
- Step 2 - Empathise
- Step 3 - Apologise
- Step 4 - Problem-Solve

#### **ACTIVITY 2: Quiz Master**

This is to test the mental flexibility of the teams! Teams need to answer questions about their company in a quiz style. The team who gets the most correct wins.

#### **SECTION 7: Assertiveness**

1. Definition
2. Non verbal Indicators
3. Verbal Indicators
4. Become more Assertive
5. Assertive Language
6. The Importance of Assertiveness
7. Practise and Roleplay

#### **SECTION 8: Conflict Handling**

1. The Agreement Frame
2. The 10 Commandments of Change
3. Preventing & Dealing with Problems
4. Causes of Difficult Behaviour
5. The Four-Step Process to Resolving Conflict
6. Practise and Roleplay

#### **ACTIVITY 3: Dessert Please!**

Teams are provided with a range of ingredients and equipment. With this, they need to prepare a dessert of their choice. Once they have prepared their creation, all teams will be judged according to: Team work; Production; Presentation; Taste; and Cleanliness.

#### **SECTION 9: Dealing with Difficult Employees**

1. The Over-Dependent Employee
2. The Lazy Employee
3. The Hostile Employee
4. The Chronic Complainer



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#### **SECTION 10: Giving Feedback**

1. The Importance of Feedback
2. The Sandwich Technique
3. Top Feedback Tips
4. Skill Building

#### **ACTIVITY 4: Towers in the Sky**

Teams are provided with equipment which they are required use in order to build the highest tower. This requires smooth teamwork and creativity.