



Palomino Training Solutions
specialists in corporate training

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Employee Team Building (1 day)

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 team 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 employees 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: 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 3: Communication

1. What is a Skilled Communicator?
2. Asking Questions
3. Probing
4. Listening Skills



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SECTION 4: Forbidden Phrases

1. Overcoming the Forbidden Phrases

SECTION 5: 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 6: Conflict Handling

1. The Four-Step Process to Resolving Conflict

ACTIVITY 3: 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.