



Palomino Training Solutions
specialists in corporate training

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Building Better Teams (1 day)

Course Overview

Fact: *Choosing and understanding your team is vitally important for the ultimate success of your team.*

Teams have become a principal building block of the strategy of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals; teams are the central methodology of most.

With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together?

In most teams, the energies of individual members work at cross purposes. Individuals may work extraordinarily hard, but their efforts do not translate into team effort, and this results in wasted energy. By contrast, when a team becomes more aligned, a commonality of direction emerges, and individual energies harmonise. You have a shared vision and an understanding of how to complement each others' efforts.

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 individuals and professionals who would like to strengthen their team and achieve a positive and effective work harmony.

Course Outline

SECTION 1: Defining Teams

1. Defining Teams
2. Types of Teams

SECTION 2: Establishing Team Norms

1. Characteristics of Teams
2. Ground Rules
3. Team Contracts

SECTION 3: Working as a Team

1. Advantages and Disadvantages
2. Recognising Team Dynamics
3. Team Charters



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SECTION 4: *Personality Styles*

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

SECTION 5: *Building Team Trust*

1. Trust/Relationship Model
2. Team Shaping Factors
3. Conflict

SECTION 6: *The 5 Stages of Team Development*

1. Dynamics of Team Formation
2. The Stages
 - a. Forming
 - b. Storming
 - c. Norming
 - d. Performing
 - e. Adjourning

SECTION 7: *The TORI Model*

SECTION 8: *Communication*

1. Defining Communication
2. Listening
3. How the Listener Controls the Speaker

SECTION 9: *Parker's Characteristics*

1. Clear Purpose
2. Informality
3. Participation
4. Listening
5. Civilised Disagreements and Consensus

SECTION 10: *Becoming a Good Team Player*

1. Clear Roles and Assignments