

High Performance Teams Inside the Company

Overview

In this course, students will explore the challenges of working as a team within the office environment and will learn a core set of high performance skills that enable teams to successfully work together toward a common goal.

Target Audience

This course is intended for individuals who work with organizations, teams or groups inside an office environment that are focused on achieving the same goals.

Course Objectives

Upon successful completion of this course, students will be able to know and manage the way people interact in an office environment in order to position high performance teams to accomplish any task.

Course Outline

1 - Getting Started

Housekeeping Items
The Parking Lot
Workshop Objectives

2 - The Benefits of High Performance Teams

Creates Loyalty
Optimum Productivity
Collaboration
Creates Visibility
Case Study

3 - Challenges of High Performance Teams

Can Create Competition
High Turn-over Rate
Negative Focus on Productivity
Fear of Failure
Case Study

4 - How to Build and Lead High Performance Teams

Promote Understanding
Provide Adequate Knowledge
Facilitate Effective Interaction
Conduct Effective Meetings
Case Study

5 - Characteristics of High Performance Teams

Understand the Big Picture
Have Common Goals
Work Collaboratively
Produce Quality Results
Case Study

6 - Roles of an Effective Team Leader

Provides Adequate Training
Timely, Constructive Feedback
Views Mistakes as Opportunities
Environment of Problem-solving
Case Study

7 - Traits of Great Leaders Leading High Performance Teams (I)

Vision
Patience
Humility
Humor
Case Study

8 - Traits of Great Leaders Leading High Performance Teams (II)

Courage
Compliance
Tolerance
Gratitude
Case Study

9 - Ideas for Motivating High Performance Teams

Let Employees be Idealists
No Negative Criticism
Give Ample Praise
Have Lunch with Each Employee
Case Study

10 - Steps to Retaining High Performers

Give Them Visibility
Keep Them Entertained
Reward Them
Provide Them with Mentors
Case Study

11 - Augmenting Team Performance

Authority
Ask Questions
Quickly Resolve Differences
Practice Unanimity
Case Study

12 - Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans and Evaluations
Recommended Reading
