

This course gives students the tools to help ensure that their team runs efficiently while maintaining a high level of motivation and satisfaction among individual team members. Topics covered include developing and using a project plan, establishing accountability among team members, conducting meetings efficiently, helping the team make good decisions, handling conflict productively, and rewarding team accomplishments appropriately.

**Audience:** Managers or supervisors

**Prerequisites:** None.

**Number of Days:** 1 day

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| <ol style="list-style-type: none"> <li><b>1. Building a Solid Foundation</b><br/>Welcome<br/>The team management model<br/>Resource considerations<br/>Developing a team charter<br/>Developing and using a project plan</li> <li><b>2. Defining team roles and styles</b><br/>Clarifying team members' roles<br/>Productive team member roles<br/>Destructive team member roles<br/>Personal style<br/>Personal style assessment</li> <li><b>3. Effective team leadership and support</b><br/>Leading and coaching hand in hand<br/>Defining leadership responsibilities<br/>Team leader as team coach<br/>Building trust as a leader<br/>Team management rating assessment</li> <li><b>4. Managing an Efficient Team</b><br/>Efficient team management<br/>Team communications<br/>Conducting meetings efficiently<br/>Team accountability chart<br/>Checking progress<br/>Making decision making matter<br/>Five steps to reaching consensus<br/>Avoiding group think</li> <li><b>5. Avoiding the Pitfalls</b><br/>Handling conflict</li> </ol> | <p>Communication issues<br/>Troubleshooting<br/>Ten guidelines for getting your team back on track</p> <ol style="list-style-type: none"> <li><b>6. Fostering future success</b><br/>Measuring the team's success<br/>Team assessment<br/>Assessing individual effectiveness<br/>Rewarding accomplishments</li> </ol> |
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