

Before you can build a cohesive team, individual team members must understand their own values and ways they connect with others. In this program you will learn skills to communicate more effectively, minimize misunderstandings and conflict, and build your sense of value. The program takes you further, helping you take your individual strengths to build a group identity. You will create a team mission statement, ground rules and a plan to foster trust and morale that will lead your team to success.

Audience: Managers or supervisors

Prerequisites: None.

Number of Days: ½ day

- 1. What makes a winning team?**
 - Team characteristic assessment
 - Characteristics of effective teams
 - Values clarification self-assessment
 - Honesty, trust and respect
 - Celebrating diversity
- 2. Communication skills for team success**
 - Assessing your listening skills
 - Creating a dialogue
 - Assertive communication
 - Model for constructive feedback
 - Delivering exceptional customer service
- 3. Troubleshooting difficult situations**
 - Confidentiality
 - Minimizing hidden agendas
 - Handling conflict
 - Developing an action plan
 - Obstacles in the work environment
- 4. Maintaining positive team relations**
 - The partnership process
 - Unconditional commitment
 - Developing team agreements