



### Overview

Working as part of a team is crucial to the success of any organisation. This one day course focuses on how to build a successful team, and equips the delegate with essential leadership techniques and strategies for getting the most out of their team.

### Target Group

This course is aimed at managers, senior staff and team leaders wishing to build a successful team, improve team performance and develop team spirit.

### Objectives

By the end of this course delegates will be able to;

- ✗ Explore different styles of leadership
- ✗ Identify the strengths and limitations of a team
- ✗ Successfully diagnose team issues
- ✗ Effectively communicate within a team
- ✗ Learn how to build a successful team.

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ The differences between a team and a group.
- ✗ Clarifying roles and responsibilities
- ✗ How different teams and personalities need to be managed differently
- ✗ The characteristics of a successful team
- ✗ Different styles of leadership
- ✗ Setting achievable individual and team objectives.
- ✗ Sharing a common vision
- ✗ Gaining and maintaining trust and respect
- ✗ Understanding the motivation, needs and value systems of different people
- ✗ The power of motivation to achieve team results
- ✗ Key influences in team behaviour
- ✗ How to help team members to identify their own strengths and limitations
- ✗ Using coaching to develop skills within a team
- ✗ The art of delegation
- ✗ Implementing techniques to recognise and combat stress
- ✗ Recognising resistance
- ✗ Coping with conflict in team situations
- ✗ Being aware of the ways in which teams can behave dangerously.
- ✗ Feedback and criticism
- ✗ Maintaining team spirit and enthusiasm
- ✗ Methods of evaluating progress

### Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.