

# Employee Growth- A Two Day Course

## Building High Performance Teams

*People Management Mastery that Drives High Team Performance, Maximum Efficiency and Great Results*

### WHO SHOULD ATTEND?

Leaders and managers at all levels in the organization that want to improve their teambuilding competency so that they can get the very best results from their leadership, teams and colleagues in pursuit of the organization's goals and maximum business growth.

### COURSE DESCRIPTION

High performance teams are required to drive business growth in today's complex, highly competitive environment. Mastery of teambuilding is vital for effective leader and leadership and driving positive business growth.

*Building a High Performance Team* is an exciting new approach to teambuilding that introduces the six levers of a high performance team. The program also includes a teambuilding exercise called "Takeoff for Teams" that weaves the traditional knowledge development sessions with interactive and competitive simulation rounds for practice and discovery in a way that provides actionable insights into how new knowledge and skills learned will be used on the job. The program takes a holistic view of teambuilding and introduces the delegate to the knowledge, skills and attitude required to deliver high performance teamwork.

The program is a well-researched knowledge-based and designed with the individual learner at the centre of the learning process which means that the course is extremely interactive and practical.

### COURSE OBJECTIVES

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

- ✓ Determine team, team leadership and the value of a team
- ✓ Determine the teambuilding process and how to systematically build high performance
- ✓ Determine the need to measure for correction and control
- ✓ Develop key teambuilding skills
- ✓ Practice new knowledge learnt before returning to work
- ✓ Produce drive to self-develop in teambuilding
- ✓ Produce positive impact on the overall performance of each delegate and the organization

### COURSE CONTENT

#### DAY 1 • MASTERING TEAM LEADERSHIP

##### Communication, Influence & Conflict Management

- Your Identity
  - Identity Iceberg (Freud)
  - Victim or Victor
  - Getting Your Identity Right
- Your Style
  - Transformational versus Transactional
  - 8 Habits of Highly Effective People (Covey)
  - 90/10 Principal (Covey)

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- Communicating Your Plans
  - Policy
  - Channels
- Active Listening
  - Definition
  - Benefits
- Getting to Know Your Team
  - Selecting the Right Leaders
  - Approach to Selecting the Right Talent
  - Emotional Intelligence
- Negotiation for Positive Contribution
  - Definitions
  - Conditions for Negotiation
  - The 8-step Approach
- Managing conflict assertively
- Motivation
  - Incentives
  - Performance
  - Video- Daniel Pink “Drive- The surprising thing about what motivates us”
- Key Learning’s

### **Enhancing team performance through Coaching and Development**

- How People Learn
  - Active Learning Model
  - Learning Retention Rates
- Driving Development
  - Self Development
  - Team Development Plan
- Coaching for Personal and Team Growth
- What is Coaching?
- What Coaching is Not!  
(Coaching versus Training, Mentoring, Consultant and Counselling)
- The Benefits of Coaching
- The Attributes of a Good Coach and Willing Coachee
- Coaching Process- The ICF Core Coaching Competency Clusters
  - Setting the Foundation
  - Co-creating the Relationship
  - Communicating Effectively
  - Managing Progress and Accountability
- Creating A Powerful Coach-Coachee Partnership
- Your Coaching Strategy
- Coaching Framework- Sessions 1- 6
  - Goal- Plan- Implement- Review- Achieve and Sustain- Complete
- Accelerating High Performance
- Key Learning’s

### **DAY 2 • BUILDING HIGH PERFORMANCE TEAMS**

#### **Team Building, People Management and Motivation**

- The value of The team (*Together Everyone Achieves More*)
- Building a High Performing Team
  - Levers of High Performance
    - Strong leaders, Common Goal, Rules, Action, Risk and Involvement

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- The Role of Systems
- Your Recruits
- The Benefits of Synergy
- **Activity “There is no ‘i’ in Team”**  
Teambuilding exercise designed to allow a group to practice needed team behaviors by working on a real problem, scenario to be given on the day.

### **Key Learning Objectives of Activity**

Your key learning objectives will be agreed with you prior to delivery of this activity so that our facilitator can tailor the session to focus on your priorities; this can be any one or combination of the following:

- ✓ Employ teamwork tools and skills to improve team productivity.
- ✓ Explore the needs of your constituencies & stakeholders.
- ✓ Build an aligned “customer”-oriented high performing leadership team.
- ✓ Avoid and/or address common teamwork pitfalls & challenges.
- ✓ “Manage” a leadership team whether you possess positional power or not.
- ✓ Use creativity and innovation to achieve great leadership team results.
- ✓ Practice leading others.
- ✓ Understand how to use the negotiation skills & influencing on the job.
- ✓ Implement a leadership team process using quality improvement tools.
- ✓ Appreciate the importance of aligning around a common goal.

### **Key Learning Review**

- ✓ Group discussion and professional feedback to consolidate key learning. Delegates will leave the day with a list of development activities to improve their teambuilding competency back at work.

### **IN ADVANCE**

Each delegate will be asked to complete a pre-course questionnaire to determine their individual learning objectives. These will be used by the trainer to give on track training that is focused on the individual learner attending.

The most appropriate training format, content and approach for this course will be discussed with you prior to the start of your course.

### **ON-TRACK FOR GROWTH**

The individual leaves this program with a personal action plan to encourage immediate transfer of training to the job.

### **EVALUATION TO ENSURE CONSISTENT QUALITY**

All our courses are evaluated at Kirkpatrick’s Reaction and Learning levels as part of our quality control process as follows:

#### **Level 1- Reaction- Training Course Evaluation Form**

This training course evaluation form is used to maintain and improve the standards of our training courses.

#### **Level 2- Learning- Pre and Post Training Test**

The test is confidential and used to evaluate our training, **not the delegate**. The results help us answer the question “Did people learn what we wanted them to learn from the training?” This test is run at the beginning and at the end of this training course.

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**The Whole Thing** can help properly position and align all learning and development with business priorities to ensure that effective evaluation is possible. We encourage all our clients to agree measures prior to any intervention so that return on investment (ROI) and process gets attention.

Please contact **The Whole Thing** to explore the many ways that we can help.

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