



SKILLS FOR HIGH PERFORMANCE TEAMWORK

HAVE FUN WHILE LEARNING TO WORK TOGETHER COLLABORATIVELY

"In spite of our technological advances, our competitive advantage lies in our ability to work effectively together."

Roger K. Allen, Ph.D.

A truth about life is our interdependence. Everything we accomplish within an organization is through the efforts of people working together.

Discover the Benefits of Collaboration

The premise of this program is that organizations are much more health and productive when their relationships are strong and people know how to work together.

In a highly interactive environment team members have fun while learning principles and skills to ensure that they communicate, resolve conflicts, solve problems, make decisions and maintain a positive social environment.

Participants will come away with:

- Valuing prospective different from their own.
- Knowing how to listen and understand the point of view of others.
- Understanding the importance of two-way communication.
- Being committed to giving and receiving constructive feedback with other team members.
- Handling conflicts directly and in a win-win manner.
- Looking below the surface to diagnose and improve how the team is really operating.
- Conducting excellent discussions and making effective decisions.
- Understanding several skills for solving technical problems together.

Format:

Skills for High Performance Teamwork consists of seven modules that are usually delivered a least a week apart. Each module contains lots of exercises to make the training come alive and ensure back home application.

FLEXIBILITY – The workshops are modularized so a delivery schedule can be set to minimize work disruptions and allows topics to be prioritized based on needs.

COMPETANCY BASED – Participants come out of each workshop with skills and competencies that they can immediately use to improve their job performance.

SPACED LEARNING – The workshops are spaced over time to allow the participants to practice and master the material between sessions.

STATE OF THE ART MATERIALS – The participant workbooks are the best on the market today to ensure ease of use, reuse, and maximum impact.

CUSTOMER FOCUSED TRAINING – Tailor the training to meet individual client needs and help make critical implementation decisions for lasting results.

Alidade MER, Inc. is a professional services firm providing high quality content, methods and training materials to public and private organizations

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Module 1: Basic Communication

- How people's perceptions and viewpoints differ
- The basics of face-to-face communication
- The difference between one-way and two-way communication
- To understand the skill of listening
- To improve active listening skills

Module 2: Giving and Receiving Feedback

- Learn what feedback is
- Discover how open or closed you are to giving and receiving feedback
- Learn to give effective feedback to others
- Learn how to receive effective feedback from others
- Practice giving and receiving live feedback from team members
- Make a personal improvement plan to respond to team feedback

Module 3: Group Dynamics

- Learn what group dynamics is
- Experience and discuss group dynamics in action
- Learn about group process and shared leadership
- Determine what you can do personally to improve group process skills
- Rate your team's group process
- Identify how your team will improve group processes

Module 4: Team Decision Making

- Discuss barriers to group decision making
- Learn about methods of group decision making
- Practice consensus decision making
- Practice using a group decision-making model
- Identify how your team will improve its group decision making
- Review who is responsible for current team decisions
- Identify team decision issues to be addressed
- Discuss shifting to ideal team decision-making responsibilities

Module 5: Team Problem Solving

- The challenges of group problem solving
- A working definition of problem solving
- A model for group problem solving and how to use it
- How to do creative brainstorming
- How to use cause and effect diagrams to analyze problems
- How well your team is set up for effective problem solving
- The areas of group problem solving in which your team will improve

Module 6: Conflict Resolution

- Learn a definition of unhealthy conflict and how to keep from crossing over into it
- Learn about five different conflict management styles
- Use a model to help you to choose how to respond to potential conflict situations
- Assess which conflict styles you most often use
- Practice a Three-Step-Model for resolving conflicts
- Decide how you want to modify your conflict style and how you will better handle your current conflicts

Module 7: Time Management

- How you are currently using your time
- The barriers which keep you from managing your time more effectively
- The difference between the important and the urgent, and how to schedule time for the important
- To set professional goals to guide your use of time
- A systematic approach to managing daily events