








Training Workshop – Module Overview

Innesskirk's innovative “**Creating High Performance Teams**” is an intensive program addressing crucial management and leadership skills; with clear, practical guidelines every step of the way.

Today's team environment has become increasingly complex, with the advent of shrinking global markets and access to greater culturally diverse clientele. Taking advantage of these conditions by creating synergized teams capable of realizing their full potential remains the goal of every team leader, manager or director. Team leaders must be adept at handling the fluid environment of present-day corporate dealings by effectively developing human capital, whether engaging team members, resolving conflict, problem solving or forecasting.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this a proactive, hands-on course.

Workshop Objectives – Delegates Will Be Able To...

-  Identify the concept of teams and the factors for success
-  Describe actions to take as a leader – and as a follower for the phases of the Tuckman team development model
-  Analyze team dynamics necessary to achieve synergy
-  Learn strategies for setting and leading team meetings
-  Detail problem-solving strategies using the Six Thinking Hats model and one consensus building approach to solve problems
-  Understand Level Five Leadership and the Four Keystones
-  Maximize performance and minimize conflict

Post Workshop – IMPACT™ Program

IMPACT™ Project – Delegates identify a work-related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

IMPACT™ Coaching – The delegates participate in custom-designed coaching sessions to facilitate the completion of their **IMPACT™** Project. Delegates document the project's life cycle and all related issues in the provided coaching booklet.

Workshop Agenda – DAY ONE

WELCOME

Introduction And Course Objectives

Agenda begins with the introduction of course objectives, materials, methodology and pedagogy. Instructor will include the introduction of delegates through icebreaker activity.

Team Identification And Factors For Success

This segment identifies the types of personalities that can be found within a team, and the factors that successful teams must possess both at the leader and follower levels.

The Four Phases Of Team Development

Delegates are presented with an introduction to Tuckman's team development model and the characteristics of and techniques for each phase of the model.

Effective Team Communication

This segment will discuss the contributing factors for effective communication – body language, tone, words – along with 'spin' techniques for presenting positions and negotiating.

LUNCH

Effective Team Engagement

This segment shall discuss Maslow and Herzog and discuss ways for motivating teams that utilize non-monetary incentives.

Team Driven Problem Solving Techniques

This segment works with delegates to understand the Six Thinking Hats model and how to build consensus while solving problems, with a focus being open to different perspectives.

Constructive Conflict Resolution Techniques

Delegates practice communication techniques for diffusing situations; identifying underlying reasons and attaining 'buy-in' from participants. Mediation meetings, along with their various structures are reviewed.

Team Forecasting And Time Management

This section addresses work usage scheduling, forecasting and time management practices for team environments.

CLOSING

Review the main points of interest of the day identify possible work-projects and preview day two.



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Workshop Agenda – DAY TWO

WELCOME

The Impact Highly Effective Teams

This segment identifies both the internal and external impacts of highly effective teams; including techniques to encourage growth and development of highly effective teams are also explored.

Cross-Cultural Team Impact

Delegates are exposed to different cultures affecting business both on an individual employee, department or even corporate basis. The importance of attaining a 'corporate-DNA' is explored.

Good To Great – Level 5 Leadership And 4 keystones

Delegates are introduced to Cooper's theory arising from 'Good to Great.' Discussions will be encouraged to address why the theory is still applicable and has stood the test of time. Delegates will be encouraged to formulate approaches to apply the principles to their individual work environments.

LUNCH

TEAM BUILDING ACTIVITY

This section of the workshop will take advantage of one of many simulations available; whether it is a Business-Driven simulation – customer complaint, negotiation, time management, effective meetings, culture; or an Entertainment-Based activity – scavenger hunt, team development reliance, sporting etc.

Delegates will complete the identified simulation or activity in teams, and then utilize internationally recognized behavioral evaluation tools to assess their team's dynamics. The resulting benchmark shall be the basis for gauging team synergy and identify areas for future development.

Identification Of IMPACT™ Project

Delegates are assigned to groups and asked to identify a project which will require the use of the new knowledge and information acquired during the workshop. This will allow the delegates to transfer the new knowledge into skills and effective work habits.

CLOSING

Review the main points of interest for the course, deliver course administration such as: evaluation, action plan and deliver delegate certificates.

Do You Have Specific Requirements?

Tailoring For In-Company Delivery

Innesskirk is able to customize this workshop as a one, two or three day event. We can also adapt the content to meet your specific training objectives.

For more information about our In-Company specialized workshop services, email us at info@innesskirk.com to discuss your specific requirements further.



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