










Training Workshop – Module Overview

Innesskirk's "Leading High Performance Teams" provides managers and team members with the skill sets and characteristics to create, manage and lead a high performance team. Learn why it's not enough to just put your message across...it's just as important to understand the other person's point of view.

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.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this a proactive, hands-on course. Delegates will be asked to identify a project where the techniques and skills learned during the course can be implemented within an identified period of time.

Workshop Objectives – Delegates Will Be Able To...

-  Identify the concept of a team and the factors for success
-  Describe actions to take as a leader – and as a follower
-  Analyze team dynamics needed to achieve synergy
-  Follow strategies for setting and leading team meetings
-  Use consensus based problem-solving strategies
-  Understand Level Five Leadership and the Four Keystones
-  Maximize performance and minimize conflict
-  Negotiate effectively with stakeholders
-  Manage a changing team environment

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 should possess both at the leader and follower levels.

The Impact Of Highly Effective Teams

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

LUNCH

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.

Setting Team Ground Rules And The Team Charter

This segment identifies what needs to be done to get the team off the ground to a great start. Building a team charter to guide behaviour and expectations.

The Four Phases Of Team Development

An introduction to Tuckman's team development model and the characteristics of and techniques for each phase of the model.

Setting Roles And Responsibilities

Clarity of roles and responsibilities is essential in high performance teams. Understanding different roles which make a team balanced and effective. Identifying team members preferred styles and how to use the outcomes to build the perfect team.

CLOSING

Review the main points of interest of the day and prepare for a realistic time management challenge tomorrow. Preview day two.



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Workshop Agenda – DAY TWO

WELCOME

Effective Team Motivation

This segment shall discuss Maslow and Hertzog and discuss ways for motivating teams that utilize non-monetary incentives. Understanding what makes team members tick, dealing with politics and multiple responsibilities

How To Manage Meetings Effectively

Effective meeting skills are a core requirement of any team. Many team managers however fail in this essential skill. A review of the most important items to manage meetings efficiently including practice.

Value Of Team Building Activities

This section of the workshop will show how to build trust and respect through Team Building activities. Using simulations to build trust and deliver important skills through one activity. Delegates will use internationally recognized behavioral evaluation tools and evaluate their group's dynamics. The resulting benchmark shall be the basis for gauging team synergy and identifying areas for future development.

LUNCH

Managing Team Performance

This section addresses how to drive performance, manage expectation through coaching and use scheduling and time management practices for team environments.

Celebrating Success Is An Essential Element

Celebrating milestones as a team often is not done properly or not done at all. Success should be measured against performance. How to energise and enthuse the team through the use of simple celebrations.

Conflict Prevention and Resolution Techniques

Managing conflict on a one-on-one basis, as well as managing conflict between team members. Learn communication and process techniques to be able to handle virtually any conflict situation that may arise. Communication techniques for diffusing situations; identifying underlying reasons and attaining 'buy-in' from participants are all practiced. Mediation meetings are discussed and structures reviewed.

CLOSING

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

Workshop Agenda – DAY THREE

WELCOME

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. Stress is placed on looking at items from different perspectives.

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.

LUNCH

Dealing With Stress

High performance teams deal with challenging deadlines and experience various levels of stress. We discuss the main causes of work-related stress and how to effectively manage using stress-relieving tools and techniques.

Managing A Changing Team

High Performance Teams rapidly deal and adapt to constant changes. Change management is all about taking the right steps to assist people to positively adapt to change. Essential change management components and how to prepare for change. Creating a change management plan

Negotiating Skills For Team Leaders

Learn how to negotiate successfully with team members and stakeholder outside the team. Understand negotiation tools and techniques which deliver a positive, high performance approach to team management.

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.



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