

# HIGH PERFORMING TEAMS



## Overview

Dealing with the human element involved in team dynamics, with different personalities, values and needs all vying for recognition and status, it can sometimes take a true magician to successfully get the most out of every individual whilst working toward departmental goals. This course demystifies that magic and provides tangible techniques to understanding both individuals and the interconnectivity of teams.

## Who is it for?

For managers, team leaders and supervisors who want to take greater control of their teams to enhance their performance and increase overall productivity.

## Course content to include...

- Characteristics of good teams
- How to communicate effectively & clearly; in face to face, phone and email scenarios with different team members
- How to build rapport to gain trust and buy in from your team and to defuse difficult situations and deal with conflict
- Tuckman's model of the Stages of Team Development
- Team dynamics using Belbin to understand how to set up and manage teams to gain the best results from tasks
- How to motivate teams and individuals
- How to elicit & utilise an individual's values to improve task performance
- Personality profiling (meta programmes) ideal for use in task delegation, team situations, appraisals & interviewing

## By the end of the course learners will be able to...

- Manage individuals and teams effectively
- Identify skill strengths within teams to maximise collaborative working relationships
- Encourage the best performance to meet with organisational and departmental objectives

"Very energetic and good food for thought and tools to take away and implement."



*Embed the Learning Long Term*

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