

Course duration

- 1 day

Course Benefits

- Understand the strengths and weaknesses of teamwork.
- Describe the team life cycle.
- Design a team agreement.
- Set team goals.
- Develop an accountability plan.
- Apply communication techniques to a variety of situations.
- Create communication tools.
- Explain various decision-making/consensus techniques.

Course Outline

1. Why Teams?
 1. Strength in Numbers
 1. Division of Labor
 2. Deeper Thinking
 3. Unity
 2. Pooling Resources
 1. Experience
 2. Skills
 3. Relationships
 3. Strength in Diversity
 1. Assessments and Inventories
2. Team Challenges
 1. Personality and Beliefs
 1. Personality
 2. Working Style
 3. Attitudes and Beliefs
 2. Communication
 1. Consequences of Poor Communication
 2. Differences in Communication
 3. Logistics
 1. What are Logistics
 2. Who
 3. What
 4. When
 5. Where

- 6. Why
- 7. How
- 3. Team Formation
 - 1. The Team Defined
 - 2. Defining the Team Purpose
 - 3. Capitalizing on Strengths
 - 1. Resources
 - 2. People
 - 3. Connecting Roles with Resources
 - 4. Inventory of Resources
 - 4. The Team Plan
 - 1. Plan Components
 - 2. Tools
 - 5. Great Expectations
 - 1. Expectations
 - 2. Consequences
 - 6. The Team Charter
- 4. Accountability
 - 1. Accountability Defined
 - 1. The Value of Accountability
 - 2. Measurements
 - 1. Rubrics
 - 3. Rewarding and Corrective Consequences
 - 1. Motivation
 - 2. Consequences
 - 3. Benefits of Proactive Consequences
- 5. Building Communication Channels
 - 1. Dissecting Communication
 - 1. The Sender
 - 2. The Message
 - 3. The Receiver
 - 4. Feedback
 - 5. Noise
 - 6. Filters
 - 2. Communication Power Tools
 - 1. When Speaking
 - 2. When Listening
 - 3. Managing Conflict
 - 3. Workflow Tools
 - 1. Regular Meetings
 - 2. Software Tool
- 6. Do Great Minds Think Alike?
 - 1. Decision-making Factors and Techniques
 - 1. Decision-making Techniques
 - 2. Evaluating Options
 - 3. Quantifying the Process
 - 4. Grid Analysis

5. The Plus/Delta Technique
6. Evaluating the Consequences of a Decision
7. "What If" Analysis
2. Negotiation
 1. Planning for Negotiations
 2. Avoiding and Managing Conflict
 3. Conflict Styles and Negotiation
3. Team Consensus
 1. The Groupthink Barrier
 2. Avoiding Groupthink
 3. Brainstorming
 4. How to Brainstorm in a Team
 5. Preparing for Group Decision Making
 6. Group Decision Making Techniques
 7. Multi-Voting
 8. The Nominal Group Technique
 9. The Delphi Technique
 10. Root-Cause Analysis

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.