



ACHIEVE GREATER RESULTS WITH HIGHLY PRODUCTIVE TEAMS

3-Day Course

COURSE DESCRIPTION

According to results of a Microsoft 2005 survey, unclear outcomes, lack of team communication and ineffective meetings are among the top time wasters that workers around the world say make them feel unproductive for as much as a third of their workweek. In other words, the team is only productive for 156 days of the year. This translates into lost dollars, higher costs, unsatisfied customers, and an overall dysfunctional team environment. Managers must be equipped with the talent to combat team challenges and achieve greater results. Managers must empower teams to shift from under performing a few days a week to becoming highly productive every day and at every interaction with customers and coworkers.

LEARNING OUTCOMES

- 1) **Define** the elements of a dysfunctional team
- 2) **Compare and contrast** organizations that maintain highly productive teams
- 3) **Create** the foundation of trust to improve teamwork
- 4) **Describe** techniques to resolve and manage conflicts
- 5) **Discover** the techniques used to create commitment and buy-in to your team's goals
- 6) **Define** accountability and evaluate team's accountability system

WORK WITH PURPOSE

We commit to delivering an **intensive, interactive, and innovative learning experience** that is relevant to working with purpose. This experience will be applicable and solutions-focused by ensuring you receive tangible deliverables. Let's see what we can transform for you!

CONTACT US TODAY!

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CONTENT OUTLINE

Day 1

Introduction

- Silence

Define the elements of a dysfunctional team

- "Together" Is Just Not There
- Innovation Insight: "Why Are We Not A Team?"

Compare and contrast organizations that maintain highly productive teams

- Strong Leadership
- Common Goals
- Documented Processes
- Diversity Among Members
- Time to Learn
- How to Build An Effective Teams
- Strategic in Action: Team Building

Day 2

Create a foundation of trust to improve teamwork

- Characteristics That Facilitate Trust
- Actions to Earn Trust
- Strategic in Action: Road Map
- Innovation Insight: Trust

Describe techniques to resolve and manage conflict

- Types of Conflict
- Causes of Conflict
- Stages of Conflict

- Preventing Conflict

- WAC

- Strategic in Action: WAC Scenarios

Day 3

Introduction

- Recap and review from Day 1 & 2

Discover the techniques used to create commitment and buy-in to your team's goals

- Clarity
- Compliance
- Change
- Moving Forward
- Strategic in Action: Commitment Self-Assessment

Define accountability and evaluate team's accountability system

- Ensure Performance
- Identify Concerns
- Establish Respect
- Avoid Excess Formalities
- Strategic in Action: Design a new accountability system

Final Note

- Reflect on how to conduct better team meeting to foster high productivity.