

TEAMBUILDING DYNAMICS
“TEAM PURPOSE’ FOR MANAGERS/SUPERVISORS
(HOSPITAL, MNCs, NGOs etc)
MOTIVATING YOUR SUBORDINATES

DURATION: 2 DAYS

Become the force that **energizes** behavior, **give direction** to effort and boost your workers **tendency to persist**.

❖ OBJECTIVES:

This coaching workshop helps you to **Understand**:

- ✓ Team purpose and Stages of Team Development
- ✓ Team Member Roles
- ✓ Team Communication and Cohesiveness
- ✓ Decision making and Problem Solving
- ✓ Team Dynamics and Conflict Management
- ✓ The Self-Authorized Team Leadership

❖ UPON COMPLETION OF THE WORKSHOP PARTICIPANTS **WILL BE ABLE TO:**

- ✓ DESCRIBE the characteristics of a team mission statement and use the criteria to develop effective team goals
- ✓ IDENTIFY stages of team development and use the proper roles in their team structure.
- ✓ EXPLAIN the dynamics of interchangeable roles and identify task and process language as indicators of team communication style.
- ✓ IDENTIFY barriers to the team’s communication process and practice strategies for giving and receiving feedback in order to improve team communication.
- ✓ EXPLAIN the difference between decision making and problem solving and identify the proper process to use in the team.
- ✓ DETERMINE the source of conflict that arises in teams and practice strategies for dealing with team conflict.
- ✓ EMULATE the characteristics of self-leadership **Self-Awareness** and Self Development Assessment.

Key objectives: Setting clear goals; minimizing "them vs. us" team dynamics through accurate communication; establishing effective roles and ground rules; resolving conflict; reaching consensus and closure on strategic team initiatives; coaching; avoiding pretended commitments; building trust; creating high performance plans.

Customer service is hard work and as a supervisor it’s your job to make sure that your employees are able to cope with any obstacles that may come their way. Treat them as professionals and reward them appropriately and not only will you have a great team, but be well on your way to achieving your total quality service goals!

Turn even the most difficult employee into a top performer!!