Team Leadership

One-Day Program Outline

This one-day session is designed to teach the process of building and leading a winning team.
Few things are more rewarding than being a part of a winning team. The ultimate goal of leadership is to align, motivate, and inspire associates to achieve a common goal. We've all heard the saying, "the rising tide raises all ships", this is to say that everyone enjoys being a part of or associated with a winning team. Winning teams move beyond the realm of individual responsibility to being accountable for overall team results. They develop and practice good behaviors until they become a part of team norms. Synergy occurs when team members buy in and are properly aligned behind the company's vision, mission, and core values.

Module #1: Transformation Leadership

Leadership is the art of influence. Its purpose is to create useful change in and through others. This process is both transactional and transformational. Understanding what is required at each step is the key to creating useful change in transforming teams and their members.

By the conclusion of this module, participants will be able to:

- Differentiate between transformational and transactional techniques.
- Understand the key differences between innovation and optimization.
- Learn techniques to foster team responsibility and accountability.
- Apply a transformational approach when leading through change.

Module #2: Valuing and Promoting Diversity in Teams

Winning teams are usually diverse in their make-up. Diversity goes far beyond the most common accepted dimensions of race, color, gender, age, orientation, religion, etc. While these are components of a diverse team, diversity also includes: diversity of thought, emotions, work ethic, personal preferences, and cultural identity. Effective teams understand and embrace differences, and utilizes them to build team norms. This enables the team to quickly adjust to change, resolve conflict, and build lasting relationships with both internal and external customers.

By the conclusion of this module, participants will be able to:

- Understand and explain the socialization model and how it forms preferences, stereotypes, prejudgments, beliefs, values, and ultimately behaviors.
- Understand the concept of an "ism", and how they can positively or negatively effect team performance.
- Learn the importance of how to practice empathy.
- Learn how to create a team behavioral map that will define behaviors that are in the norm, on the margin, or out of bounds.

Module #3: Performance Management

Leaders are responsible for the team's results. Performance management provides a structured way to diagnose, design, deliver, and measure individual and team contributions. Defining performance deficiencies and creating innovative solutions is at the heart of performance management. While this task may seem daunting, understanding its steps and components can make it simpler.

By the conclusion of this module, participants will be able to:

- Define performance management and identify the benefits of an effective system.
- Understand their role as leaders of performance.
- Explain the performance management model and learn how to use its corresponding tools.
- Understand the importance of recognizing and rewarding team performance.

Module #4: Creative Team Development and Leadership Skills

As teams evolve they go through various stages. Understanding what stage your teams are experiencing can help you define what tools to use to move them to the next level. **Bruce Tuckmen's** model*, "Stages of Group Development*", is a useful tool when creating and managing team norms.

By the conclusion of this model, participants will learn to:

- Use Tuckmen's model of group and team development.
- Apply practical techniques to manage and lead their teams through each stage.
- Develop a comprehensive strategy, which can be used to improve the performance of their current team.