



# Team Building

## Course Description

The course details the key skills required by anyone required to lead a team or those required to work within one. The main subject areas which will be addressed in detail are team building, team management, the individual's roles within the team, communication and problem solving methods and techniques will also be demonstrated with regard to practical applications within a team structure. Providing the opportunity to develop skills and practice techniques. A variety of training methods are used on the course, including presentation, discussion, exercises, class workshops and demonstrations.

## Course Objectives

Increase the individual's knowledge and skill levels in team building and team working skills. Gain skills using methods, techniques and tools which will improve the delegates' effectiveness as team leaders and team members.

## COURSE OUTLINE

### Establishing A Team

- How to Build a Team?
- Stages in Team Forming
- Team Building Principles

### Communication Skills

- Elements of Communication
- Communication Process
- Perception and Feedback
- Barriers of Effective Communication

### Team Roles and Relationships

- Types of Total Quality Leadership Teams
- Roles of Team Members
- Effective Charter
- Group Observation

### Working Together

- Techniques of Effective Meetings
- Team Leader/Quality Advisor Contracts
- Group Thinking
- Team Meeting Evaluation

### Team Tools

- Basic Graphic Tools and Data Collection

### Conflict Management

- Types of Conflict
- Causes of Conflict
- Effects of Conflict
- Intervention to Resolve Conflict

### Facilitation

- Diagnoses
- Intervention Techniques
- Facilitation Skills

### Training

- Effective Training Programs
- Quality Teams Training
- Training Components
- Problem Solving Skills

### Team Measurement

- Process Measurement
- Result Measurement
- Performance Measurement
- Individual Measurement

## Who Should Attend

Leaders and members of teams that are "forming," "norming," or in need of "re-forming." Teams may be work-based or special-purpose, local or trans-organizational.

**COURSE DURATION:** 3 Days

**TRAINING HOURS:** 15 hrs

**MINIMUM NO. OF TRAINEES:** 15

**LANGUAGE :** English / Arabic

