

# Team Building for High Performing Teams

Based on SAQA's Unit Standard 252037, NQF Level 5, 6 Credits

## Introduction

*Being a successful team depends on the individual members buying into and committing themselves to the vision and common purpose of the team as a whole. More specifically, it depends on the individual members committing support to one another. In order for this loyalty and support to increase, team members must learn to know and understand one another better. Team members must be exposed to one another's styles of communication in an atmosphere which fosters breaking down of interpersonal barriers and gaining of insights into one another's character.*

*This highly interactive course ensures that delegates are given every opportunity to learn about and work together with one another in a safe, non-threatening environment. Delegates will learn the importance of working in groups and practice the development of group dynamic efficiency in order to gain constantly improving results. This objective will be made practical and impactful by means of humorous competitive activities which necessitate communication and co-operation. Delegates will easily learn complex principles through interactive fun group activities.*

*The physical and humorous nature of the course will have delegates learning without even feeling as if they have attended a class at all! Brightly coloured objects, energetic music and physical movement facilitate the process of whole brain learning, whereby delegates' cognitive and experiential faculties are fully engaged simultaneously in order to create maximum impact and retention.*

## Course Objectives

- To provide opportunities for participants to interact in a non-threatening, fun and engaging environment.
- To provide a forum where participants take some risks but where their efforts become more important than success and failure.
- To provide opportunities for participants to enhance their personal effectiveness as a team player.
- To create an environment which illuminates many of the essential components of high performing teams: vision, goals and priorities, trust, clear communication, flexibility, and feedback.

## Course Outline

This course focuses on developing skills critical to a successful team effort:

- cooperation
- trust
- effective communication
- commitment
- leadership

### Co-operation

- Participants are given the chance to get to know one another quickly and differently than they might in the work place which, in turn, which helps to strengthen workplace relationships and productivity
- Establishing a sense of team camaraderie and a greater awareness of the importance of teamwork.
- Creating an atmosphere of mutual support in which cooperation, encouragement and interpersonal concerns are emphasized

#### *Trust*

- The dynamics of teams and the importance of trust are explained
- The reasons for disagreements and conflict that could affect trust levels are analysed with reference to interpersonal and other factors
- Unique challenges presented by different types of teams are identified with specific reference to cross- functional and virtual teams

### Effective Communication

- Identifying commitment as a critical factor in team success.
- Understanding the different personality types and how to communicate with each type

### Commitment

- The functioning of a team is evaluated against the characteristic of high performance teams
- Keeping team members excited, challenged and passionate

### Leadership

- The role of the team leader is explained in relation to improving team effectiveness
- The impact of different leadership styles is considered in relation to the leader's role in promoting team effectiveness
- Techniques for the constructive management of team dynamics and conflict are described with specific reference to promoting trust, cohesion, creativity and productivity