



Team Building

National Competency Standard (BSB)
BSBFLM312 Contribute to team effectiveness



Aim

This course is aimed at building planning, communication and conflict resolution skills amongst work teams. **The course is customised to client needs and is therefore available for presentation to private groups only.**

Audience

The audience for this course is anyone who wishes to understand team dynamics, their role as a team member and to apply techniques in identifying and resolving conflict situations.

Duration

One day.

Course Outcomes

1. Organising teams in the workplace and identifying roles and responsibilities of team members.
2. Identifying team goals and working with different personality types.
3. Effective planning to achieve team goals
4. Working as part of a successful team
5. Communicating in a team and identifying factors affecting team communication.

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies – please enquire when you book). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards unit competency.

Course Content

Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Contribute to team outcomes

- Identify team purpose, roles, responsibilities, goals, plans and objectives
- Defining Success
- What is a Team?
- An Overview of Tuckman and Jensen's Four-Phase Model
- Types of Teams
- The Traditional Team
- Self-Directed Teams
- Support team members
- Setting Goals
- Goals and Motivation
- Setting SMART Goals
- Evaluating and Adapting

Support team cohesion

- The First Stage of Team Development – Forming
 - Hallmarks of This Stage
 - What to Do As a Leader
 - What to Do As a Follower
- The Second Stage of Team Development – Storming
 - The Hallmarks of This Stage
 - What to Do As a Leader
 - What to Do As a Follower
- The Third Stage of Team Development – Norming
 - The Hallmarks of This Stage
 - What to Do As a Leader
 - What to Do As a Follower
- The Fourth Stage of Team Development – Performing

- Hallmarks of this Stage
- What to Do As a Leader
- What to Do As a Follower
- Provide feedback to encourage, value and reward contributions
- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture
- Motivation on the Job
- The Key Factors
- Creating a Motivational Organisation
- Creating a Motivational Job

Participate in work team

- Team Building Activities
- The Benefits and Disadvantages
- Team-Building Activities That Won't Make People Cringe
- Role Model
- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others' Perspectives
- Personality's Role in Motivation
- Identifying Your Personality Type
- Identifying Others' Personality Type
- Motivators by Personality Type
- Morale
- Addressing Specific Morale Issues
- Dealing with Individual Morale Problems
- Addressing Team Morale

Communication

- Understanding Communication Barriers
- Speaking Like a STAR

Summary – Encouraging Teamwork

- Some Things to Do
- Some Things to Avoid
- Some Things to Consider