

## WORKING AS A HIGH-PERFORMING TEAM

### LEARNING FORMAT: CLASSROOM (ONSITE ONLY)

For a team to achieve peak performance, its members must involve, support, and trust one another. And they must share information and commit to a process that will lead to success.

This course teaches employees how their team can transform itself into a top-performing unit that significantly enhances its impact on the organization. Participants learn the personal, interpersonal, and business advantages of working in teams.

### DO YOU FACE ANY OF THESE ISSUES?

- > Are the teams in your organization struggling to meet their goals?
- > Do team members fail to take ownership for their particular role and responsibilities on the team?
- > Are team members operating under trial and error and wasting effort?
- > Do some team members lack the confidence that other team members will be there when needed?

### PERFORMANCE OBJECTIVES

#### Helps individuals:

- > Realize the personal and organizational benefits of working in teams versus working individually.
- > Recognize the stages of development that teams typically experience as they grow and mature.
- > Use the Team Success Factors and best practices to help their team move from acceptable to high performance.
- > Diagnose what is limiting their team from moving to high performance and identify appropriate techniques to overcome such challenges.
- > Develop a strategy to help their team progress from one stage to the next.
- > Use a set of tips and techniques for working more effectively with virtual team members.

### PRIMARY COMPETENCY DEVELOPED

- > Contributing to Team Success

### SECONDARY COMPETENCIES DEVELOPED

- > Building Strategic Work Relationships
- > Collaboration

### COURSE OVERVIEW

- > **Planet Soar—First and Second Encounters:** Participants begin the session with discussions that will help them define a team and determine what distinguishes a high-performing team from one performing at an average level. Working individually, learners design and create their own ultimate spaceship. After the debrief, individuals form teams and begin building another spaceship from scratch. After five minutes the facilitator swaps out at least one team member per team in order to “limit” the teams. A discussion follows.
- > **Stages of Team Development:** The facilitator introduces the four stages of team development. During a large-group discussion activity, learners explore what naturally happens at each stage. They also complete Step 1 of an action plan for a team of which they are currently a member.
- > **Case Study Consultant:** Learners watch a video in which two teams compete for the same business opportunity and identify the factors that enabled one team to win the business. They then take on the role of consultant to the losing team to help it improve its performance using the Team Success Factors. Learners complete Step 2 of an action plan, which includes taking a team survey to determine how well their real-life work team applies the Team Success Factors.
- > **Team Limiters:** The facilitator conducts a “debate” during which two teams argue the relative disruptive impact of various team limiters. Learners complete Step 3 of an action plan, identifying which team limiters currently have an impact on their team as well as strategies for overcoming the limiters.
- > **Planet Soar—Third Encounter:** Teams reconvene from earlier in the session to again construct a spacecraft from scratch—this time first discussing, then applying, specific best practices for using the Team Success Factors.
- > **Flight Tests and Close:** Learners finalize their action plans, and then create a wish list of those Team Success Factors and specific behaviors they would like to see their teams apply immediately in the workplace. The Planet Soar teams are asked to test-fly their spaceships so that a winner can be chosen.

### VIDEO SEGMENT SUMMARY

- > Teams from two different organizations compete for the same web design contract. One team uses the Team Success Factors effectively and wins the contract as a result; the other team doesn't and falls prey to team limiters.

### COURSE DETAILS

- > **Target audience:** All employees through frontline leaders.
- > **State-fundable:** Yes (onsite).
- > **Course length:** 4 hours.
- > **Facilitator Certification:** Certified facilitator required.
- > **Prerequisites:** None.
- > **Optimal Group Size:** 8 to 16. 20 maximum.
- > **Course Prep:** Yes. 15 minutes.

### OTHER COURSES TO CONSIDER

- > Maximizing Team Performance (for leaders)
- > Building & Sustaining Trust