

Channel Islands Training & Development presents
Team-Building Skills
1 ½ day programme

FOR:

Team Leaders who wish to develop their skills in building effective working teams.

OBJECTIVES:

By the end of the course delegates will:

- Understand their role in encouraging team-working
- Be able to improve teamwork and relationships
- Have explored ways of reviewing and measuring team performance
- Know how to communicate more effectively one-to one and in teams
- Be able to involve their team in the implementation of change

METHOD:

The course is highly participative with practical tasks and group discussions

The course will cover the following:

LEADERSHIP

- Rethinking of leadership responsibilities and the importance of building effective teams.

TEAMWORKING

- What makes an effective team?
- Practical tasks and discussion to identify the characteristics of an effective team
- Identification of the stages in team development and the appropriate leadership style

(continued overleaf)

To book please telephone 01534 737701 or fax 737721
E-mail: mail@citd.co.uk or visit www.citd.co.uk

(continued from overleaf)

COMMUNICATION

- Improving interpersonal skills and ensuring that communication with the team is effective.
- Measuring and reporting team performance through structured team meetings and reviews.

MOTIVATING OTHERS

- Understanding the causes of frustration and de-motivation
- Identification of the preferred roles people play within teams
- What actions are needed to get the best out of all team members?

DEVELOPING STAFF

- The role of the leader as coach, developer and facilitator
- Skills required to coach and support the development of staff
- Using delegation to develop individuals
- Encouraging creativity and the involvement of all the team members in the implementation of change

HANDLING CONFLICT

- How to handle day-to-day conflict and disagreement within the team
- The role of productive conflict and debate within the team

SUMMARY AND ACTION PLANNING

- Delegates will develop action plans for building more effective teams on their return to work

The course will run from 9am to 5pm on the first day and from 9am to 12.30pm on the second.

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