

Building a High Performance Team 如何建立卓越的團隊

MEDIUM : English / Cantonese COURSE CODE : BHPT

As organizations become more flat and less hierarchical, teamworking is quickly becoming the preferred practice in many firms today. Since teams by necessity involve people with different background and talents, effective team work involves a variety of management, facilitation and communications skills.

The purpose of this program is to explore some key elements needed in good team building, and to provide participants with the skills and techniques required to both lead and contribute to good team work. Skills learnt in this program will help participants build their own teams at the workplace.

Audience

All levels of staff.

Methodology

Games, discussions, mini-lecture, case studies, demonstration, video vignettes, role-plays

What participants will learn

At the completion of the course, participants will be able to:

- Identify the key stages of team formation
- Identify the key elements in building a High Performance Team
- Build effective team behaviours
- Manage team problems and conflicts
- Build team synergy

Benefits

1. To the organization:

- More effective teamwork
- More productive workforce
- More open communication between team members
- Greater harmony at the workplace

2. To the individuals:

- Better understanding of other team members' needs and concerns
- Better communication with each other
- More willingness and better ability to contribute

Course Outline

1. Introduction

- The advantages and trend towards teamworking
- What constitutes a team?
- Teams versus groups
- Teambuilding versus teamworking
- Stages of team development

2. How well is your team working together?

Through a game, an assessment and discussions, participants will find out (a) how well their team can work together to create synergy, and (b) the characteristics of an effective team, including:

- Characteristics of a High Performance Team (HPT)
- Assessing team role and effectiveness

3. Building effective team behaviours

How effective a team is depends on the behaviours of its team members. This section provides participants the concepts and skills to develop effective team behaviours. Through discussions, mini-lectures and role plays, participants will learn the following:

- Defining common purpose, roles and ground rules
- Developing trust
- Effective questioning and listening
- Managing feedbacks

4. Handling team problems

Every team has its share of problems and conflicts. Successful teams are those who know how to deal with problems and turn conflicts into learning opportunities. Through discussions, mini-lectures, demonstrations and role plays, participants will learn the following concepts and skills:

- Common causes of conflicts in a team
- Managing diversities and generation gaps
- Managing conflicts
- Managing grumbling and apathy

5. Achieving team synergy

This section provides the tools and techniques to lead a team achieve what a team is meant to do. Through role plays and simulated exercises, participants will learn the following concepts and techniques:

- Setting team targets
- Measuring team performance
- Case study