

# Building High Performance Teams 如何建立卓越的團隊

MEDIUM : English COURSE CODE : BHPT DURATION : 1 day

All managers and supervisors manage teams. The question is not team performance per se, but high performance or excellence in teams. This program focuses on providing participants with critical skill-sets to enable them to enhance their team performance as well as to bring out the best capabilities of the team members and create synergy.

The training program will give your management team a common understanding of trends, requirements, practices and their application which are relevant for performing effectively as managers and leaders.

**It is designed to integrate experiential, action based, class room and on the job learning. Case studies as well as assessment tools will be applied. Group discussions and interactive dialogues** with the participants will ensure practical learning and reflection. It can be customised to fit any organisation's requirements and leadership models.

## Objectives

1. Understand what 'teamwork' is and what makes a high performing team
2. Enhance the self-awareness of each manager on their strengths and weaknesses
3. Enable managers to learn how to collaborate with each other
4. Enable managers to think 'corporate' vs 'individual' for overall gain

## Course Outline

### 1. Understanding Teams

- A conceptual framework
- Five (5) stages of team development
- Teamwork guidelines
- Foundations for effective teamwork
- Features, functions and benefits of high performing teams

### 2. The Belbin Team Roles Profile

### 3. Building Effective Team Behaviors

- Trust and emotional bank account
- Listening and questioning techniques
- Managing effective feedback
- Managing different generations
- Handling judgments

### 4. Case Study: The Alligator River

Participants who do a *short case study* in teams to understand the impact of mental models and perspectives that influence decision-making and judgment.

