

# Building a High Performance Team

DURATION : 1 Day

MEDIUM : Cantonese / English

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

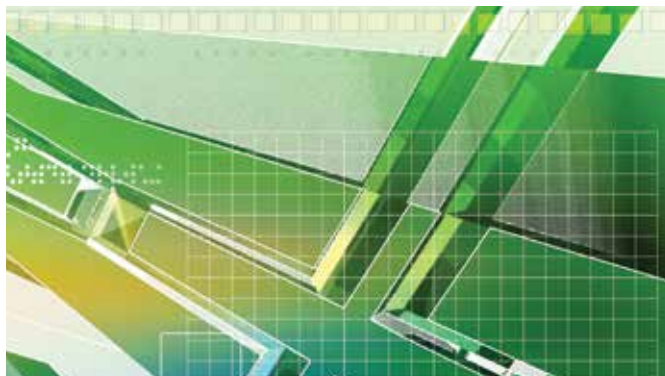
## Benefits

### 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

# Announcing....

Volume One of our brand new In-house Course Catalogue coming to you in June 2014

In this volume, we have included a sampler comprising detailed course descriptions for 15 of our many programs available and which are suitable for in-house presentations.

There are many more topics that we plan to introduce to you in the next publication ie. Volume Two of our In-house Course Catalogue. It will include other new and evergreen programs such as :

- **Analytical Thinking and problem Solving**
- **English Writing Skills**
- **Creative and Innovative Thinking**
- **Innovations in Leadership (a process-focused approach)**
- **Mastering Strategy and Turning Strategy and Objectives into Action**
- **Effective Teleconferencing**
- **Coaching to Develop Individuals**
- **Speed Thinking**

## **Versatility + Quality + Bespoke Services**

Please note that ALL public courses from our monthly catalogues are available for in-house presentation as well.

On top of that, should you have some topics in mind but cannot find them in our in-house and/or public catalogues, you are welcomed to inquire if we are able to source/ customise such training programs for you which will bear the same high quality common in all of our standard offerings.

## **Executive Coaching**

Another new area of professional service available is Executive Coaching. Contact us for a detailed discussion and proposal/quotation.

Please contact Ms Mak of CEL at **+852 2824 9978** or **[cel@celhk.com](mailto:cel@celhk.com)**

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## About CEL

**Communications Engineering Limited** specialises in providing world-class quality Management Skills, Personal Effectiveness, Information Technology and Specialty Training. CEL targets new entrants and seasoned professionals in all business sectors. For more than 25 years, CEL has developed an excellent reputation for delivering real-world value-added training. The clientele includes many Fortune 500 multinational enterprises, HKSAR government, public and private sectors of Greater China and throughout the region.

Our carefully-designed course schedule targets to provide continuing, comprehensive and structured suites of courses that meet career development needs of professional staff at all levels. Our current pool of experts are drawn globally from Hong Kong and abroad, allowing us to offer the best combination available in terms of technology, expertise and versatility.

## The On-Site Option

If there are a group of staff in your organization interested in taking any of these CEL courses, why not consider the On-Site option? We can readily tailor courses to your specific needs, send an expert instructor to your workplace, and help cut costs. For more information about this service, please contact **Miss Mak** at CEL at Hong Kong telephone number **+852 2838 1182** or at email **cel@celhk.com**

## Course Fee Schedule for Public Courses (July to September 2014)

Course Date	Course Code	Course Title		Medium of Instruction	Duration (Days)	Course Fee (HK\$)	Early Bird Rate (HK\$)	Early Bird Deadline
<b>July 2014</b>								
Jul-10	CDC	How to Build a Customer-Driven Culture	NEW	[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jun 13
Jul-11	B-PSDM	Blue Ocean Problem Solving and Decision Making		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jun 13
Jul-14	IFSW	Influencing Others without Formal Authority		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jun 20
Jul-15	PWC	Presenting With Confidence		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jun 20
Jul-16	CIT	Creative and Innovative Thinking		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jun 20
Jul-17-18	SSMS	Survival Skills for Managers and Supervisors		[C/E]	2	HK\$6,180	HK\$5,680	Fri, Jun 20
Jul-23	EMAIL	Effective Email Writing		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jun 27
<b>August 2014</b>								
Aug-01	TSSW	Telephone Skills Workshop		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 11
Aug-08	CSSW	Consultative Selling Skills Workshop		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 11
Aug-11	CSE	Serving Customers from the Heart		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 18
Aug-12	ECH	Effective Complaint Handling		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 18
Aug-13	CSW	Coaching Skills Workshop		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 18
Aug-14	PSDM	Problem Solving and Decision Making		[C/E]	1	HK\$3,480	HK\$3,280	Fri, Jul 18
Aug-15	EWE	Enhancing Work Efficiency		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 18
Aug-18	ECIS	Effective Communication and Interpersonal Skills	NEW	[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 25
Aug-19	EBW	Effective Business Writing		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 25
Aug-20	PPSW	Persuasive Presentation Skills Workshop		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Jul 25
<b>September 2014</b>								
Sep-17	CHM	Change Management		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Aug 15
Sep-17	LPI	Leveraging Personal Impact	NEW	[C/E]	1	HK\$3,480	HK\$3,180	Fri, Aug 15
Sep-19	LSW	Leadership Skills Workshop		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Aug 15
Sep-22	TTM	Time and Task Management		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Aug 15
Sep-23	HDP	Handling Difficult People		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Aug 15
Sep-25	CM	Crisis Management		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Apr 22
Sep-26	WIN	Win-Win Negotiation		[C/E]	1	HK\$3,480	HK\$3,180	Fri, Apr 22
Sep-26	PMW	Project Management Workshop	NEW	[C/E]	1	HK\$3,480	HK\$3,180	Fri, Apr 22
Sep 25-26	MPWWR	Managing People for Win-Win Results		[C/E]	2	HK\$6,180	HK\$5,680	Fri, Apr 22