

# Developing Team Effectiveness and Collaboration 建立團隊效能與協作能力

MEDIUM : English / Cantonese COURSE CODE : DTEC

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. It also requires team members to collaborate with each other.

**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

## Objective

At the completion of this workshop, participants will be able to:

## Methodology

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

## What participants will learn

At the completion of this workshop, participants will be able to:

- Identify the key elements required in effective teamwork
- Identify the key stages of team formation
- Build a team from scratch
- Set targets and milestones
- Manage team problems and conflicts
- Improve team productivity through effective communication and coaching
- Build team synergy
- Avoid common pitfalls

## Benefits

### To the organization:

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

### 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 course will begin by a *team building exercise* in which participants will experience the various stages in team development. This will be followed by a *debriefing discussion* where the following concepts will be introduced:

- The advantages and trend towards teamworking
- What constitutes a team?
- Teams vs groups
- Teambuilding versus teamworking
- The four (4) stages of Team Development

### 2. How well is your team working together?

Through a *short 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 a High Performance Team, including:

- The need for a common goal
- Clarity of rules, roles and processes
- Trust between team members
- Good communications
- Effective leadership
- Willingness to contribute
- How to build a High Performance Team

### 3. Valuing diversity

Every member in a team is different and has a unique set of interests, social style and idiosyncrasies. Successful teams are those who know how to turn diversities into synergy. Through *discussions, mini-lectures, demonstrations and role plays*, participants will learn the following concepts and skills:

- Drivers and preferences
- Social styles
- Communication patterns
- Working with diversities

### 4. Collaboration

This section provides participants some important tools and techniques to collaborate with each other. Using a *simulation exercise*, participants will pretend they are survivors of a plane crash, and learn to collaborate with each other in order to survive. Included in the skills learnt are:

- Group problem solving
- Allocating tasks
- Resolving conflicts and disagreements
- Facilitating consensus