



**Program length:** 12 hours

**Audience:** This program is intended for anyone who is part of a group that is expected to achieve business results by bringing together individuals to solve a problem or harness an opportunity.

**What you will learn:**

- How to turn good employees into a great team
- How to determine what makes successful teams successful
- How to identify your team's mission and understand the unique strengths of each team member
- How to improve the efficiency and effectiveness of team meetings and team communication
- How to solve problems and make decisions as a team

**Module 1: The fundamentals of teamwork**

- What is a team?
- Types of teams
- Formula for team excellence
- Stages of team development

**Module 2: Group processes and team dynamics**

- The Team Dimensions Profile
- Foundations for effective teams
- Team roles and behaviors
- Conducting team meetings
- Improving team communication

**Module 3: Team problem solving and decision-making**

- 6-steps to problem solving
- Agreement vs. consensus
- The decision making process