



First Step – Teams at Work

This eight-hour course, *First Step – Teams at Work*, is designed to further develop intact work teams. It is appropriate for both new and existing teams. *First Step* provides language, models and shared experiences to accelerate teamwork and collaboration. The course focuses on surfacing real team challenges and providing a forum to work through the issues. Participants explore and experience both personal and team dynamics to increase their awareness of how to work more effectively within their team. A strong foundation is built with key models and relationships are enhanced through teamwork practice activities. As a result of this course, participants learn and begin to practice high-performance team skills.

Program Objectives:

- Describe how teams are used in organizations
- Describe the TripleWin Relationship Model and experience how to use it with teams
- Define high performance teamwork and then practice the key elements of teamwork
- Learn the stages of team development and the key behaviors at each stage

Course Overview:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with experiential activities to create a rich and engaging learning environment.

Content:

- **Team Fundamentals:** team norms, comfort zone
- **Change:** explore the need for change, discuss the need for teamwork
- **TripleWin Relationship Model:** Compete, Coexist, Coordinate, Collaborate
- **T.R.U.S.T. Model:** Truth, Respect, Understanding, Support, Trustworthiness
- **Trust Continuum:** Conditional, Visual, Experiential, Unconditional
- **Stages of Team Development:** forming, storming, norming, performing
- **Circle of Control, Influence and Concern:** where to best focus energy
- **Change Journey:** change is a constant, progress is the key
- **Action Planning:** determining steps to increase our effectiveness