



## High Performance Teamwork

This sixteen-hour course, *High Performance Teamwork*, helps take teams to the next level of performance. By building on past and current team experiences, this course refines the team skills already in place by exploring the characteristics of high performance teams, looking at the various aspects of trust and teaching how to best deal with conflict in a team setting. A unique aspect of this course is the use of a Team Effectiveness Assessment to identify current team strengths and issues. *High Performance Teamwork* uses models and theories to create a strong foundation for teamwork and reinforces them with challenging team initiatives.

### Program Objectives:

- Define and practice high performance teamwork skills and behaviors
- Improve conflict and communication skills
- Plan strategies to manage conflicts within a team
- Identify strategies and create action plans to sustain high performance teamwork

### 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:** why teams – the benefits and the challenges, differences between teams and groups
- **TripleWin Relationship Model:** Compete, Coexist, Coordinate, Collaborate
- **H.E.A.R.T. Model:** Honest Communication, Effective Problem Solving & Decision-making, Accountability, Respectful Relationships, Trust
- **Team Effectiveness Assessment:** assessing teamwork as it exists today
- **Trust Continuum:** Conditional, Visual, Experiential, Unconditional
- **Trust Characteristics and Profile:** characteristics that demonstrates trust or distrust
- **Stages of Team Development Model:** how teams develop over time and events
- **Norms:** how to effectively use team norms
- **Effective Feedback:** principles of effective feedback
- **Conflict Management:** conflict management styles, causes of conflict, processes for managing conflict effectively
- **Action Planning:** making commitments to make necessary changes