

## Dynamics of a High-Performance Team

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is a workshop designed to evolve individual performers into a dynamic team dedicated to quality service, customer satisfaction and increased results.

Team building is more than just getting along ~ its about getting results. When your team participates in this course, you'll have a team that enthusiastically excels in every task it undertakes ~ collectively and individually.

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highlights the importance of successful communication skills, and the significance of developing relationships with others. Participants learn to maximize each team member's unique abilities and strengths, as well as minimize their weaknesses. Individuals recognize that tapping into *everyone's* talents will streamline processes, improve performance and increase the success of the overall team.

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allows participants to discover what makes their team run smoothly, as well as areas where conflict may arise. A variety of behavioral styles and communication techniques are discussed, and participants learn effective communication skills to incorporate for greater cooperation.

## Key Topics

- ★ Team Goal-Setting for Improved Results
- ★ Diversity in Building Teams
- ★ Creating a Team Vision & Plan
- ★ Uncovering Creative Solutions to Workplace Challenges
- ★ Principles that Make Teams Work
- ★ Creating a Climate of Trust & Confidence
- ★ Obstacles & Opportunities to Team Work

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focuses on the important and critical skill of goal-setting. Individuals set goals for themselves and the team, then share their team objectives with other group members. After discussing the goals that individuals feel are most relevant to their team's success, the team works together to cohesively build one set of goals and measurement standards. This exercise ensures commitment from every team member to achieving their outlined strategies.

Participants leave this session with an enhanced appreciation of how diversity is an important strength of every high performance team, and they have the collective power to set and successfully achieve goals.

## Program Benefits

- ☆ Individuals work harder to maximize everyone's strengths.
- ☆ Boost productivity, loyalty and morale.
- ☆ Synergistic teams that produce exceptional results on a consistent basis.