



Facilitating High Performance Teams

ONE, TWO or THREE-DAY WORKSHOP

“Awesome training. Interactive & practical team building & team facilitation techniques. My supervisors & team leaders are so much more prepared for their roles now due to Tony’s expertise in this area”.

Assistant General Manager, Auto Parts Manufacturer, Newmarket, Ontario

Description:

Based on Tony White’s book” this hands-on, practical workshop provides Team Leaders, Supervisors and Managers with the tools & techniques to build & facilitate a high performance work team.

Objectives:

Upon completion of this topic area, participants will return to work and be able to:

- Build the foundation for high-performance teams - understanding group dynamics and the characteristics of high-performance teams
- Understand and practice facilitative discussion techniques
- Conduct effective and efficient team meetings
- Communicate & “coach through” underperforming team members
- Complete a Personal Action Plan to help guide the use of these behaviours back on-the-job

Agenda:

Building a High-Performance Team

- High Performance Team Questionnaire
- Practical Implications of Team & Group Theories
- Trust - How to build, and How to Kill

Leading Participative Meetings and Discussions

- Opening the discussion appropriately
- The myth of a “Leader as a Neutral Meeting Facilitator”
- Group involvement and avoiding the “illusion of input”

Building the Foundation for Meeting Success

- Solid objectives
- Time lines and deliverables
- Formal roles and ground rules
- “Parking Lots” to help meetings move through important but non-agenda items
- Communication channels



Techniques for leading discussions

- The importance of a “specific” objective to keep the group focused on the appropriate level of detail
- The importance of pace and timing to keep the group focused
- Using flipcharts as dynamic aids to help keep focus where it should be
- Positions and movement to maximize involvement and minimize side conversations
- Maintaining control without dominating
- Dealing with opinions and attitudes while keeping forward momentum

The Use of Questions

- Types of questions and when to use them
- Using questions as a listening technique
- Techniques for asking questions

Handling Disruptive Situations

- Techniques to close problems down, not people out
- Consensus vs. “majority rules”

Practice Sessions

- Twenty-minute practice sessions with specific feedback from both peers and the consultant

Dealing with Motivation and Productivity Issues

- 1 Vs 2-Way Communication Exercise
- This experiential exercise demonstrates the effectiveness of open, honest, specific two-way communication and the frustration and potential pitfalls of one-way communication.

Listening Skills Inventory

- A twenty-question inventory that allows the participants to honestly assess their current attitude/behaviours towards listening and a follow-up discussion designed to increase their awareness of the traps they fall victim to.

Critical Active Listening Skills

- A participative discussion outlines the core behaviours that Team Leaders MUST exhibit if they are going to become strong listeners and, as importantly, create the perception in others that they are active listeners.

Communication & Conflict Resolution

- Effective communication of issues and problems is critical for a Team Leader to be successful. Empathy, reducing defensiveness and reframing skills will be both presented and practiced using



real life scenarios. An interest-based vs. positional-based conflict resolution model will be both presented and practiced.

Action Planning

- Specific discussion on how they will apply what was covered back on the-job and what support they will need from each other and their Managers.