

## **TEAM EXCELLENCE: OUR SIGNATURE PROGRAM**



Today – all work is done in teams. It is only when we understand individual strengths and collectively leverage these strengths together do teams thrive and perform. This signature program invites teams to explore their unique qualities and challenge their potential areas for conflict. Teams come together through a process that identifies the ideal team characteristics and put a plan together to achieve a higher level of excellence.

### **PROGRAM OVERVIEW AND OBJECTIVE**

This program is designed to help participants:

- Collaborate more effectively with members of the team.
- Use a common language as a tool to understand personal and team work styles.
- Appreciate the needs and preference of similar and differing styles.
- Build trust and rapport with new and existing team members.
- Recognize inappropriate or unproductive communication.
- Build a solid foundation of understanding and appreciation of each other.
- Recognize personal conflict style and the impact it has on others.
- Increase the level and commitment to treating each other with respect.
- Capitalize on personal motivators and use them to help the team.
- Provide commitment to a stronger working relationship with colleagues, co- workers, and team members.

### **STRATEGY AND AGENDA**

Through a series of discussions, exercises, role-plays, and case studies participants learn the impact of being an effective team member in the workplace and how to adapt their style and approach, as needed. This workshop is interactive and fun with the following agenda:

1. Learn the qualities of an ideal team environment and what it means to be a good team member. Explore the value of why good teamwork is essential.
2. Comprehend the important components of an effective team.
3. Participants will receive the results of their personalized DISC results explaining their team style preferences.
4. Exercises creating a deeper understanding of preferred behavioral style.
5. Practice techniques to assess the preferences and styles of others.
6. Develop team communication techniques to help each other to adapt for improved interactions.

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7. Discuss motivation at work and what motivates individual team members.
8. Learn how to adapt their communication style to reduce conflict and improve team communication and collaboration. Understand where team conflict comes from and how to best avoid it.
9. Explore the meaning and value of respect in the workplace. Use these behavioral tools to increase commitment and ability to create mutual respect and build trust and rapport with others.
10. Conduct one on one interview with teammates and managers to help apply the skills to life.
11. Discuss and plan how these strategies can be applied to other internal and external customers. Practice conversations to apply strategies.
12. Create individual action plans for continuous improvements and immediate application.

Each participant will have hands-on opportunities to practice all skills and techniques. There will be interactive discussions, role-plays, case studies and a variety of activities.

### **PARTICIPANTS RECEIVE:**

- Coaching throughout the session
- Results from a self-assessment
- Evaluation of strengths/areas for improvement
- A workbook / reference manual

### **LENGTH OF SESSION:**

One-day workshop, shorter formats available with a reduction of content.