

Managing Teams

with Todd Dewett

Course Outline

Chapter 1: Motivating Your Team

Video 1: Motivating your team

1. Knowing the difference between _____ and _____ motivation.
2. _____ motivation comes from within a person.
3. _____ motivation from external factors.
4. What are the 3 major approaches to employee motivation?
 - a.
 - b.
 - c.
5. The number one reason employees voluntarily leave jobs is bad _____ relationships.
6. Never rely on _____ as a motivator.

Video 2: Mastering the goal setting process

1. Goals direct finite _____ and _____ toward desired outcomes
2. After goals have been set, agree upon _____.
3. What is the most important part of the goal setting process?

Video 3: Elements of the effective goals

1. What does SMART stand for?
2. The more _____ the goal, the more useful.
3. Beyond SMART Goals, what else do you need to provide employees?

Video 4: Rewarding employees

1. Understand the difference between _____ and _____.
2. _____ recognition is not highly planned.
3. When you reward great behavior in a timely manner, this is called a _____ award.
4. The most powerful motivation tools are _____ rewards.
5. What are the three characteristics of effective recognition and rewards?
 - a.
 - b.
 - c.
6. Make sure all rewards are _____.

Chapter 2: Managing Team Performance

Video 1: Understanding the employee evaluation process

1. What three things should you do to prepare for an evaluation?
 - a.
 - b.
 - c.
2. Be sure to schedule enough _____ to discuss each issue.
3. When explaining your conclusions be _____, be _____, and stay _____.
4. Do not discuss _____.
5. Choose a private _____.

Video 2: Maximizing team talent

1. What four key issues should you consider when assessing your team's talent?
 - a.
 - b.

c.

d.

2. You need a _____ plan.

3. Always leave the team _____ than you found them.

Video 3: Dealing with underperforming employees

1. Is the issue a one-time _____ or a _____?

2. Consider both _____ and _____.

3. What are four approaches to dealing with ability issues?

a.

b.

c.

d.

4. What is a performance improvement plan?

Chapter 3: Developing others

Video 1: Learning how to delegate

1. What are the two main reasons that learning to delegate is important?

a.

b.

2. Do not delegate because you are too _____.

3. What three questions should you consider before delegating?

a.

b.

c.

4. When choosing who to delegate to be sure the person has _____, is _____ to do the work, is _____ in growth opportunities, and a person who _____ to you.

Video 2: Coaching and mentoring

1. What are the two types of advisory relationships?
 - a.
 - b.
2. Great coaches set _____ and _____ goals.
3. What is the goal of mentoring?

Video 3: Managing high potentials

1. High potentials are the top _____ percent of employees.
2. Tell high potentials they are _____.
3. Find high potentials effective _____.
4. Get _____ from your supervisor.

Chapter 4: Understanding Team Dynamics

Video 1: Important team roles: Task roles

1. What are the two types of positive and productive roles?
 - a.
 - b.
2. What are task roles?
3. The less time you have, the more you have to manage the _____.
4. Who in your team might fit these descriptions?

Video 2: Important team roles: Social roles and negative roles

1. What are the four key social roles in an effective team?

- a.
- b.
- c.
- d.

2. What are the four negative roles?

- a.
- b.
- c.
- d.

Video 3: Re-energizing the team following burnout

1. What starts as work-related stress always becomes stress at _____.
2. What are the strategies for dealing with burnout?
3. Make sure employees are using their _____.
4. Start an open _____.

Chapter 5: Managing Conflict

Video 1: Realizing the rules of positive conflict

1. A difficult employee is someone who is consistently _____ and _____ others.
2. Bosses are _____ by talent.
3. People love to avoid _____.
4. A difficult employee will damage your _____.
5. What are four steps for dealing with problem employees?
 - a.
 - b.

- c.
- d.

Video 2: Mediating conflict between others

1. When you serve as a conflict mediator you are attempting to be a _____ third-party.
2. Don't _____ too often.
3. Begin by _____.
4. Call it a _____.
5. What are the rules of positive communication?
6. Add _____ where needed.
7. Spot common _____.
8. Strive for _____.

Video 3: Creating positive conflict

1. Positive conflict is focused on _____.
2. How much _____ do you possess?
3. Make your position a _____ for the leadership team.
4. Be ready to _____.

Chapter 6: Making Work Fun

Video 1: Celebrating performance

1. What are the four main reasons for incorporating fun into work?
 - a.
 - b.
 - c.
 - d.

2. What are a few things worth celebrating at work?

Video 2: Using team members' life events to build camaraderie

1. What are three main types of extracurricular socializing?
 - a.
 - b.
 - c.
2. Remember to _____.
3. Social events are not _____.

Video 3: Creating a positive work environment

1. Tell them about the _____ they support.
2. Show them _____.
3. Have others show _____.