BTS
Training & Consultancy

Leading High Performance
Teams

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Leading High Performance Teams

Course Summary:

No matter how knowledgeable and competent its individual members may be, a dysfunctional team will undermine organizational goals, sap morale and waste effort. This course focuses on the critical roles of team leader and middle manager in harnessing their team's potential, and introduces and practices techniques for moving the team to peak performance. The course focus will be on:

· Understanding the role of the leader in team performance
· Measuring and managing performance
· Creating a shared team vision
· Harnessing the dynamics of the team
· Optimizing team flexibility and commitment

Who Should Attend?

Executives, Managers, Supervisors, Team Leaders, Superintendents, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, Champions, Officers

Course Objectives:

By the end of this course delegates will be able to:

- Understanding your role as a leader
- Identifying and leveraging talent within the team
- Engaging and motivating the team with shared vision and values
- Establishing clear objectives and standards of performance for your team
- Measuring and managing team performance
- Managing and using conflict and challenge

Course Outline:

Teams and their Leaders

· Teams, leaders and managers
· Key leadership tasks
· Influence, authority and power
· Leadership styles and style flexibility
· Self-awareness
· Emotional intelligence and rapport

Vision, Direction & Alignment

· Creating a shared vision
· Aims, objectives and goal alignment
· Developing meaningful objectives and indicators
· Divergent approaches to problem-solving
· Communicating a compelling vision
· Delivering challenging messages

Team Dynamics

· Team development
· The sociology of the team
· Characteristics of high-performing teams
· Balancing team roles
· Non-traditional team structures
· Delegation and empowerment

Developing the Team

· Learning and competence
· Building a coherent team
· Self-managing teams and their challenges
· Coaching, mentoring and self-directed learning
· Feedback and appraisal
· Leveraging team strengths for peak performance

Performance & Conflict Management

· Defining performance
· Approaches to measuring team and individual performance

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· Performance through the eyes of the customer
· Performance management: science or art?
· Conflict as a catalyst for team development
· Dealing with challenging interpersonal relations