



Teamwork and Team Building

Course ID #: 7000-739-ZZ-Z

Hours: 7

Course Content

Course Description:

In this course, you will cover the different aspects of a team, as well as ways that they can become a top-notch team performer.

Course Objectives:

Upon successful completion of this course, students will be able to:

- Describe the concept of a team, and its factors for success
- Explain the four phases of the Tuckman team development model and define their characteristics
- List the three types of teams
- Describe actions to take as a leader, and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use, and in what settings
- Follow strategies for setting and leading team meetings
- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems
- List actions to do, and those to avoid, when encouraging teamwork

Prerequisites:

None.

Topics:

Lesson 1: Getting Started

- Workshop Objectives
- Pre-Assignment
- Pre-Test
- Action Plan Form
- Evaluation Form

Lesson 2: Defining Success

- What is a Team?
- An Overview of Tuckman and Jensen's Four-Phase Model
- Practical Illustration
- Review Questions

Lesson 3: Types of Teams

- The Traditional Team
- Self-Directed Teams
- E-Teams
- Practical Illustration
- Review Questions



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Lesson 4: The First Stage of Team Development

- Forming

- Hallmarks of This Stage
- What to Do as a Leader
- What to Do as a Follower
- Practical Illustration
- Review Questions

Lesson 5: The Second Stage of Team Development – Storming

- The Hallmarks of This Stage
- What to Do as a Leader
- What to Do as a Follower
- Practical Illustration
- Review Questions

Lesson 6: The Third Stage of Team Development

– Norming

- The Hallmarks of This Stage
- What to Do as a Leader
- What to Do as a Follower
- Practical Illustration
- Review Questions

Lesson 7: The Fourth Stage of Team Development – Performing

- Hallmarks of This Stage
- What to Do as a Leader
- What to Do as a Follower
- Practical Illustration
- Review Questions

Lesson 8: Team Building Activities

- The Benefits and Disadvantages
- Team-Building Activities That Won't Make People Cringe
- Choosing a Location for Team-Building
- Practical Illustration
- Review Questions

Lesson 9: Making the Most of Team Meetings

- Setting the Time and the Place
- Trying the 50-Minute Meeting
- Using Celebrations of All Sizes
- Practical Illustration
- Review Questions

Lesson 10: Solving Problems as a Team

- The Six Thinking Hats
- Encouraging Brainstorming
- Building Consensus
- Practical Illustration
- Review Questions

Lesson 11: Encouraging Teamwork

- Some Things to Do
- Some Things to Avoid
- Some Things to Consider
- Practical Illustration
- Review Questions

Lesson 12: Wrapping Up

- Words from the Wise
- Lessons Learned

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