

# Leading a Team

Two days



A workshop packed with practical skills for leading and building effective teams within your organisation. Participants will develop strategies to build teams that capitalise on the diverse talents and backgrounds of individuals.

## What is a team?

- What is the difference between a group and a true team? Key elements in the definition of a team
- Three reasons why effective teams are more productive than groups
- When isn't a team approach the best way to tackle a problem?
- What are the different types of teams and how does this affect the way we lead the team?

## Team leadership and management

- What is the difference between managing and leading a team?
- What skills and knowledge do you need to manage a team? What do you need to lead a team?
- What is the right balance of *technical* and *people* skills?
- How to gain the respect of team members, even if you are not a 'natural' leader

## Agreeing goals

- How to gain commitment from people through agreed team goals.
- What is the leader's role in the goal setting process?

## Team Development

- The 4 phases of team development: Forming, Storming, Norming, Performing
- How can the leader support the team in each phase?

## Managing team dynamics

- What are team dynamics?
- What influences the 'dynamics' of a team?
- What roles do people play in an effective team.
- What are the external forces that affect the motivation and productivity of a team?
- How does the team leader's approach influence the dynamics within a team?



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## **Capitalising on the different skills and backgrounds of team members**

Respect for the talents of others is gained through understanding. This session gives participants an understanding of the personality types described by Carl Jung.

- What are the classic 16 personality types.
- What are the general strengths and limitations of all types?
- How does a person's type affect the way they contribute to a team?
- Practical strategies for working with people who have a different type to your own.
- What other social and cultural differences affect the performance of a team?
- Practical ways to ensure cultural differences are respected in your team.

## **Participative decision making**

- What is the classic team decision making model?
- How can this model be applied in practice?
- The pros and cons of collaborative and compromise decision making approaches
- How to ensure all members participate in decisions
- How to keep meetings on track without stifling healthy debates
- What are alternatives to 'meetings' when developing group decisions?
- The classic mistakes e.g. the halo effect; defining problems as solutions
- Discover how to control aggressive people and encourage passive people to contribute

## **Facilitating team conflict**

- Why is conflict inevitable in an effective team?
- What forms of conflict are not productive?
- Practical techniques for facilitating conflict and disagreements skilfully meetings

## **Productive team meetings**

- What are the responsibilities of team members at a meeting?
- When and where is the best time to conduct meetings?
- Agreeing action plans, timeframes and responsibilities for implementing plans
- Recording and distributing actions from the meeting



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# Heading

pg 3 of 3



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