

# Building and Leading High Performance Teams

This is a 4 course online blended-learning curriculum with a highly experienced leadership coach. The learning methodology is based on the Performance Assurance System<sup>TM</sup>, a research-based and award-winning learning model for sustainable results. Accelerate your leading high-performance teams with our learner assessment, leading practice learning methodology, coaching, 24/7 online and mobile micro-courses with games and quizzes to support learning and mastery of Building & Leading High-Performance Teams skills and knowledge. Our High-Performance Teams Curriculum focuses on essential skills and behaviors needed to be a successful leader of Building and Leading High Performance Teams. Our course curriculum follow 4 stages of team development: forming, storming, norming, and performing. The stages start from the time that a group first meets until the project ends.

## Stage 1: FORMING STAGE COURSES

### Setting Team Ground Rules

- ✓ Understand the advantages and disadvantages of working in a team
- ✓ Define difference between a team and a group
- ✓ Apply the benefits of ground rules
- ✓ Select from a set of sample ground rules
- ✓ Implement eight steps to setting up ground rules for a high-performance team

### A Great Start: Forming a High-Performance Team

- ✓ Understand the consequences of a poor team start
- ✓ Apply the four stages of building a team
- ✓ Implement nine steps for forming a high-performance team with a Team Charter

### Communication Traits of Effective Teams

- ✓ Understand the communication traits of effective teams
- ✓ Apply the most important effective communication behavior
- ✓ Implement 20 communication traits of effective team members

### SMARTER Goal Setting for Team Results

- ✓ Understand the benefits of goal setting
- ✓ Apply WOCR rules for effective goal setting
- ✓ Implement SMARTER team goals



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## STAGE 2: STORMING STAGE COURSES

### Conflict Resolution in Teams

- ✓ Understand the underlying cause of all interpersonal conflict
- ✓ Apply options for handling conflict
- ✓ Implement a three stage process for resolving conflict

### Building Team Trust and Respect

- ✓ Know the definition of trust
- ✓ Apply 9 ways to build team trust
- ✓ Implement 10 ways to earn respect in a team

### ✓ Creative Problem-Solving in

- Teams Understand the biggest challenge in problem solving
- ✓ Apply steps for Creative Problem-Solving brainstorming in a team
- ✓ Implement a four stage process for creative problem-solving

### Effective Team Decision-Making

- ✓ Understand the benefits of team decisions
- ✓ Know when to use decision-making in teams
- ✓ Implement strategies to prepare for team decision-making
- ✓ Apply three methods for team decisions



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## STAGE 3: NORMING STAGE COURSES

### Consensus Building in Teams

- ✓ Understand the pros and cons of consensus
- ✓ Know the conditions for successfully reaching consensus
- ✓ Apply a quick-consensus model for urgent decisions
- ✓ Implement six steps for reaching team consensus

### Giving Constructive Team Feedback

- ✓ Understand the conditions for giving constructive feedback
- ✓ Know how to deliver positive feedback
- ✓ Implement six steps for delivering constructive “opportunity” feedback and
- ✓ Apply a Fast Feedback technique

### Responsible Risk-Taking in Teams

- ✓ Understand the definition of responsible risk-taking
- ✓ Know the characteristics of responsible risk-takers
- ✓ Employ a risk-taking assessment calculator
- ✓ Implement preparation steps for risk-taking

### Overcoming Team Complacency

- ✓ Understand the dangers of team complacency
- ✓ Apply eight ways to defeat complacency





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## STAGE 4: PERFORMING STAGE COURSES

### Rewarding and Recognizing Team Contributions

- ✓ Understand the importance of rewarding teams
- ✓ Apply “Thank-you” recognition tips
- ✓ Implement creative ways to reward team members

### Keeping the Team Motivated

- ✓ Know what demotivates teams
- ✓ Understand how to identify hidden performance obstacles
- ✓ Apply steps for removing obstacles
- ✓ Implement nine ways to keep team members motivated

### Measuring Team Performance

- ✓ Understand factors that contribute to poor team performance
- ✓ Apply four ways to measure team performance
- ✓ Implement the RASIC method for structuring high performance

### Repeating Team Successes

- ✓ Know the attributes of repeatable success
- ✓ Analyze a successful system process for repeat success
- ✓ Apply a matrix for identifying root causes of success

