

## COURSE OVERVIEW

# How to Be a Better Team Player

### OVERVIEW

To effectively produce and survive in a diverse work environment, team-player thinking is imperative. Employees must learn to assume personal responsibility for the team's success, understand the whys of cooperation, and take to heart the reasons behind corporate goals.

By attending this information-packed course developed exclusively for nonmanagement personnel, employees will gain that critically important big-picture mentality of how personal efforts contribute to organizational success, a blueprint for mega-productivity, and a brand-new sense of unity.

The result? The team will spend more time working together to reach department goals while sidestepping the problems that get in everyone's way.

### LEARNING OBJECTIVES

- Understand the critical ingredients for “team thinking” that bring success to work efforts
- Increase awareness of how an individual's strengths and weaknesses can be aligned strategically to optimize the team's end results

- Master conflict resolution and negotiation skills, and resolve the normal challenges of working with others to accomplish a common goal
- Evaluate differing opinions and learn how to use them to collaborate for the benefit of the entire team
- Flex personal communication styles in order to build trust and stronger working relationships
- Develop a new approach to building momentum and embracing change as the team faces new roles and responsibilities in the work environment
- Create a plan of action that builds personal commitment to supporting team success

### COURSE HIGHLIGHTS

#### **Make a personal contribution to team success**

- Evaluate team effectiveness and develop the team-player success skills critical to top-performing teams
- Learn how to maximize individual contributions to team drive and direction
- Evaluate personal professional skills and your value as a team player
- Develop the skills and characteristics necessary for true team thinking
- Fuse individual talent with a successful team structure
- Build a team network that encourages cohesiveness, collaboration and effective team communication

- Generate high-energy ideas and develop a creative team culture
- Turn team meetings into quality time

#### **Resolve differences and work together as a team**

- Assess your conflict management style and your ability to work with others
- Learn how to resolve differences and team together
- Flex your conflict management style for better team interactions
- Contribute to more effective team thinking and minimize conflicts
- Learn the six-step resolution model that reconciles the most challenging conflicts
- Identify the Traditionalist, the Egotist, the Brick Wall—how to resolve differences with difficult team members
- Develop responses for predictable interpersonal hassles
- Respond positively when team members push your buttons

#### **Increase team productivity**

- Identify and maximize individual talents of team members
- Learn how to problem solve and collaborate with team members to achieve synergy and accomplish more
- Learn how meeting team members' basic needs raises productivity and team collaboration
- Create a team culture that encourages individual growth and development

## COURSE OVERVIEW

- Become familiar with the top 10 team motivation and momentum builders
- Learn how celebrating team successes, failed attempts, and even mistakes can increase productivity dramatically
- Understand the importance of valuing and how it can build team momentum and lead to greater successes
- Identify and utilize team member strengths—and even weaknesses—to work more effectively as a team
- Flex your personal work style to work more effectively with every team member
- Identify ways to balance low and top performers and maintain team productivity
- Develop backup systems that enable the team to meet commitments in any situation

### Take a leadership role

- Find out key essentials to managing and leading others
- Know when to take the lead and when to defer to others
- Learn the importance of being a cheerleader and encouraging team members to higher levels of success
- Create a climate of trust that encourages team members to take risks and creatively problem solve
- Uncover the importance of sharing your skills—teaching and educating among team members
- Create a personal action plan that enables you to jump-start and develop critical team-member and leadership skills
- Make a personal commitment and identify areas where you can provide additional support to the team

## TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)