OUTLINE PROGRAMME
Team Building

1 **What is a Team?**
   a. Defining a team
   b. Recognising a successful team
   c. Benefiting from teams
   d. Understanding type of teams
2 **Leading the Team**
   a. How do people become leaders?
   b. Leadership qualities
   c. Assessing the roles and responsibilities
   d. Leadership styles
3 **Building a Team**
   a. What to ask first
   b. Strengths and weaknesses
   c. Team roles
   d. Allocating roles
   e. Building the team
4 **Working as a Team**
   a. Understanding the benefits
   b. Creating the environment
   c. Objectives
   d. Sharing information
   e. Leading by example
   f. Motivating your team
   g. Encouraging your team
   h. Training
5 **Communicating**
   a. Identifying the purpose of communication
   b. Where does communication break down?
   c. Communication behaviours
   d. Voice and body language
   e. Assertiveness
   f. Giving instruction
   g. Listening Skills
6 **Problems**
   a. Handling problems in teams
   b. Analysing the causes
   c. Dealing with the symptoms
7 **Training your Team**
   a. What is available?
   b. Analysing need
   c. Planning. Preparing and delivery
   d. Evaluation and records
8 **Assessing the Team**
   a. Monitoring
   b. Involving
   c. Appraising

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