

## 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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