



# TEAMS TRAINING

[www.747cg.com](http://www.747cg.com)



21 Cocasset St. Suite #0, Foxboro, MA 02035  
Phone: (774) 215-0471 | Fax: (774) 215-5117  
Cell: (774) 225-8490 | Toll Free: (844) 747-2477  
[info@747cg.com](mailto:info@747cg.com) | [www.747cg.com](http://www.747cg.com)



# Working with Virtual Teams

*Class Length 1 - 2 Day(s) Prerequisites None*

## Overview

Currently, one of the biggest challenges facing teams is how to successfully work within that team. Teams that are geographically dispersed and primarily meet virtually (via web cast or conference call) present new sets of challenges. Many team members have difficulty because they cannot see what other members are doing. Even the most skilled managers find difficulty in communicating and building a team, when there is not physical proximity.

In this course, participants will learn practical, easy to implement solutions to create a high performance virtual team. With globalization a reality, this will become an even more common team dynamic.

Mastering the art of working with virtual teams will increase your team's productivity. It is even an opportunity to increase the freedom and flexibility of a team that works in the same office.

## Target Audience

Those who lead or participate in geographically separate teams

## The Problem

- Managers are unclear on the key concepts to successfully managing a virtual team
- Virtual teams are unproductive, with a higher than usual turnover rate
- Friction within the team or between teams
- Frequent miscommunication or non-communication between team members causing unnecessary stress and re-work
- Poor relationships on the team

## Our Solution

*To Learn to...*

- Define the five fundamentals to successfully working with a virtual team
- Implement best practices when communicating virtually
- Build trust on a virtual team
- Motivate and recognize employees on a virtual team
- Create an action plan to put virtual team fundamentals into practice

## Course Outline

- Discussion: What is a virtual team, why are they critical
- Statistics and Trends on Virtual Teams
- Virtual Teams: Cases of great success and great failure
- Build a Strong Team, Starting with You
- Gather the Right People
- Put Technology to Work
- Master the Art of Communication
- Build a Sense of "We"
- Manage by Results
- Building a Practical Plan for Your Virtual Team





## P.E.R.F.O.R.M. Team Effectiveness

*Class Length 1 ½ Days*

*Prerequisites Membership in a work group. Team Leader.*

### Overview

This workshop will focus on creating an interactive learning environment for individuals who want to learn the importance of teamwork within an organization and develop their own team working skills. Team Effectiveness will use direct instruction, videotaped experiential activities and facilitated discussions to focus on the essential team skills of P.E.R.F.O.R.M. (Purpose, Empowerment, Relationship and Communication, Flexibility, Optimal Productivity, Recognition and Appreciation, Morale).

### Target Audience

Anyone that is a part of a working team

### The Problem

- Teams are ineffective when in working together
- Accountability as a team and as individuals is an issue
- There are challenges bringing individual skills and talents together to function with greater productivity
- Not everyone understands what it takes to become a high performing team

### Our Solution

*To Learn to...*

- Define the “team stage” of the development assessment
- Set team goals and the team value contract
- Communicate within teams
- Utilize creative problem solving and critical thinking skills
- Collaborate with the team
- Build trust within the team
- Manage team conflict
- Define essential team skills (P.E.R.F.O.R.M.)

### Course Outline

- Introduction: Introductions, course overview, convening activities
- Goal Setting and Group Value Contract
- Filmed Team Building Initiatives
- Team Assessment
- Day 1 Reflections and Discussion
- View Edited Videotape and Discussion
- Team Skills Session I: Purpose, empowerment, relationships and communication
- Team Skills Session II: Flexibility, optimal productivity, recognition and appreciation, morale
- Closing Activity





# Building Successful Teams

*Class Length 1 ½ Days Prerequisites None*

## Overview

Successful teams know how to effectively take individual talents and put them together to accomplish common goals. This course will help identify team purpose, maximize strengths and create a more productive team environment.

## Target Audience

Anyone who has participated as a team member or is responsible for leading a team would benefit from this workshop

## The Problem

- Lack of a common goal
- No team commitment
- Lack of respect
- Ineffective team communication

## Our Solution

*To Learn to...*

- Identify the phases every team goes through and how to manage the process to become productive
- Define the importance of communicating goals and vision
- Identify and build on individual strengths
- Create ground rules that everyone can live with
- Utilize techniques to lead the team and keep motivated and focused
- Help your team accept differences and value one another

## Course Outline

- Characteristics of Successful Teams
- Team Stages: Forming, storming, norming, performing
- Building the Team: Team purpose and goals, identify skills, strengths and potential liabilities, identify roles and responsibilities, understanding team dynamics
- Ground Rules: Communication etiquette, email and voice mail, meeting rules, team values
- Facilitating a Team Building Session
- Leading the Team: Leadership skills, keeping employees motivated, staying focused on the goals
- Team Challenges Workshop
- Project Teams and Sunset Reviews





## Developing and Managing Effective Teams

*Class Length 1 - 3 Day(s)*  
*Prerequisites None*

### Overview

Achieving the organization's goals is the job of all members of the team. By leading, inspiring, persuading, and developing a creative work environment, the team can achieve beyond expectations. Team dynamics are also the core elements needed to accomplish the challenges and opportunities presented each day. Developing partnerships and alliances is an essential aspect of effective organizations.

This program is designed for all employees who view their job as an integrated effort with other people, departments and support systems. Whether you are new to a team or department or have been "at it" for a while, team effectiveness principles are transferable to all work.

### Target Audience

Anyone responsible for developing and managing a team

### The Problem

- Some teams work together effectively while others fall apart
- Group dynamics are not assessed before a team is developed
- Team member have difficulty executing strategy into action

### Our Solution

*To Learn to...*

- Define the foundational needs for teams to work effectively and efficiently
- Create opportunities for building a team-focus
- Recognize the group dynamics that are the foundation for improving performance
- Assess strategy and make decisions
- Identify how the team values recognition, cohesiveness, role clarity, participation, and conflict management
- Utilize creative team development strategies

### Course Outline

- Opening Activity: Experience as teacher
- Leadership Assessment Diagnostic: Inventory tool for the participant to self-assess their leadership focus in terms of team development based on five leadership team functions
- Why We Need Teams More Than Ever: Seven elements of teams are introduced
- Team Activity: Run the bases
- Team Development Questionnaire
- Team Development Plan (TDP) Tool: An action planning tool





# Team Building 101

*Class Length* 1 Day  
*Prerequisites* None

## Overview

New team leaders success and effectiveness is based on the ability to guide the work of others rather than be an individual contributor. Team leaders are responsible for setting directions, facilitating relationships, utilizing competencies of team members, and driving for business results. This course offers participants the framework and the tools to help them succeed in this new role.

## Target Audience

Team Leaders

## The Problem

- New team leaders have to switch from being individual contributors to being motivators for others
- Team leadership involves mobilizing the combined expertise of a group and no guarantees of effective collaboration
- As a team moves through phases of development, leaders must adapt their leadership techniques
- Every team faces dysfunction roadblocks

## Our Solution

*To Learn to...*

- Identify the benefits of forming high performance teams
- Define the different stages of team development (forming, storming, norming, performing) and what a leader can do to expedite each stage
- Define the five key fundamentals of high performance teams based on the work of Patrick Lencioni, author of The Five Dysfunctions of a Team
- Evaluate the degree to which the team meets the expectations of a high performance team
- Develop strategies that will help improve teamwork • Utilize best practices for team performance

## Course Outline

- Introduction
- Benefits of Teamwork
- Define High Performance Teams
- Uncover Leadership Responsibilities to Develop Teamwork and Achieve Results
- Describe the Stages of Team Development
- Identify What Team Leaders Can Do to Expedite Progress Through Each Stage
- Meeting Expectations: Evaluate the degree to which the team meets the expectations of a high performance team and avoids the common dysfunctions of teams
- Strategize How to Avoid the Five Dysfunctions of a Team
- Team Process and Tools: Utilize tools for meeting management, decision making, problem solving, and planning





## Building Teamwork & Commitment

*Class Length 1 - 2 Day(s) Prerequisites None*

### Overview

This workshop helps you and your organization to:

- Build trust and commitment
- Create a highly involved work force (virtual or face-to-face)
- Develop and leverage emotional intelligence
- Improve communication
- Develop a more balanced understanding to effectively deal with interpersonal relationships and other cultures. Additionally, this workshop leverages collective learning - a core element of team building. Why? Well, because success requires:
- Open minds to new ideas and experiences
- Building relationships
- Developing group resources
- Understanding authority problems
- Empathizing with others
- Above average communication skills

### Target Audience

Teams that are forming or struggling

### The Problems

- Over time, effective teams can become complacent and produce less outstanding results and often don't succeed in achieving. Team members change. Priorities shift.
- Team members no longer feel responsible for the output of their team nor act to clear difficulties standing in their way.
- New or reconstituted teams need a structured kick off.

### Our Solution

*To Learn to...*

- Leverage and understand how behavior impacts success • Behave with confidence, openness, and commitment • Perform the dual role of team member and leader
- Confidently display a positive team spirit
- Differentiate clearly who is in charge, who cares, who benefits
- Organize effectively
- Function within an atmosphere of trust by empowering the team and sharing the vision
- Leverage each other's strengths and weaknesses

### Course Outline

- This workshop has as pre-work an online Everything DiSC Workplace Profile for each attendee
- The data from this pre-work is used to produce a Team Cultural Report and Comparison Reports for each pairing
- Delivery of the workshop is customized to emphasize your specific needs and expectations





## Five Behaviors of a Cohesive Team

**Class Length** 3-5 Day(s) depending on expected outcomes

**Prerequisites** Read *The Five of a Dysfunctional Team* by Patrick Lencioni

**Prerequisites** None

### Overview

The Five Behaviors of a Cohesive Team is an assessment-based, facilitated learning experience that helps individuals and organizations reveal what it takes to build a truly cohesive and effective team in the most approachable, competent, and effective way possible. Powered by Everything DiSC®, the profiles help participants understand their own DiSC® styles.

Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge—for individuals, the team, and the organization.

### Target Audience

Existing teams that need to be revitalized

### The Problem

- Your teams can do better

### Our Solution

*To Learn to...*

- **Trust One Another:** When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.
- **Engage in Conflict around Ideas:** When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.
- **Commit to Decisions:** When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.
- **Hold One Another Accountable:** When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.
- **Focus on Achieving Collective Results:** The ultimate goal of building greater trust, conflict, commitment, and accountability is one thing: the achievement of results.

### Course Outline

*This course is a highly customizable workshop.*

The Five Behaviors Model is used to get team members to learn to work together more efficiently and effectively and become a more cohesive team. A productive, high-functioning team that:

- Makes better, faster decisions
- Taps into the skills and opinions of all members
- Avoids wasting time and energy on politics, confusion, and destructive conflict
- Avoids wasting time talking about the wrong issues and revisiting the same topics over and over again because of a lack of buy-in
- Creates a competitive advantage
- Is more fun to be on!







747  
Consulting  
group



21 Cocasset St. Suite #0, Foxboro, MA 02035

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Fax: (774) 215-5117

Cell: (774) 225-8490

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