



SS217: Building and Managing High Performance Teams

Training Description:

High-performing teams are able to achieve consistently excellent results, delivering increased effectiveness, productivity and profitability.

This intensive training course focuses on the approaches and skills required to build effective teams, strengthen the relationship between team members and create an environment of trust, mutual respect and confidence. Throughout the programme, participants will be equipped with the knowledge, skills and techniques required to lead and manage teams successfully.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Diagnose the health of the team
- ✓ Understand skills required to implement effective changes in the workplace
- ✓ Create positive synergy amongst the team members
- ✓ Figure out the purpose and direction of the team
- ✓ Understand team skills and dynamics
- ✓ Establish processes for building an effective team
- ✓ Improve communication in the team

Training Designed for:

This course is intended for new and existing Managers, Supervisors and Team Leaders who aspire to lead and manage high performance teams.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ **Effective Team Management**
 - Leader or manager?
 - Creating a vision for the team’s success
 - Developing roles, structure, complementary skills and diversity of the team
 - Setting Effective Objectives and Expectations
 - S.M.A.R.T.E.R
 - Defining what makes an effective goal, meaningful and motivating
- ❖ **Building A Successful Team**
 - Defining success in a team environment
 - Developing a teams aligned to the organisations vision
 - Roles and behaviours of a successful team

- Encouraging problem solving to develop team cohesion
- ❖ **Team Sustainability and Performance**
 - Develop a 'continuous learning culture'
 - Building on individuals' strengths
 - Empowerment - the energy of sustainable teamwork
 - Understanding the reasons for underperformance and techniques to manage it
 - Recognising achievement to motivate others
- ❖ **Managing Virtual Teams**
 - Virtual Teams v Static Teams
 - Challenges of leading a virtual team
 - Hiring (or developing) people suited to virtual teamwork
 - Elements of successful virtual teamwork
 - Autonomy, collaboration and trust
 - Overcoming virtual distance by utilising technology to communicate and engage
- ❖ **Team Communication Challenges**
 - Develop communication strategies that build a culture of continuous collaboration
 - Manage conflict assertively with individuals and the team
 - Influencing and persuading to promote healthy working habits
 - Handling conflicts and managing internal politics
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615