

TRAINING



*Team member skills that dramatically enhance team performance!*

# TeamEffectiveness

How do you equip your team members with the skills they need to deliver the goods on time, every time? With TeamEffectiveness!

TeamEffectiveness prepares employees at all levels for the unique demands of team membership. Six skill modules address the interpersonal challenges and complex work processes associated with teamwork. Whether teams are functional, cross-functional, conventionally supervised or self-managed, TeamEffectiveness delivers performance breakthroughs that keep team members on track.

## “Being a team player” means more than it used to

In today’s dynamic workplace, “team players” must be proficient in a variety of interpersonal, process improvement and project management skills. The six modules featured in TeamEffectiveness develop these competencies and improve participants’ ability to:

- meet day-to-day team performance goals
- work with the team to make decisions
- facilitate effective team interactions
- work effectively with others outside the team

Equipping team members with these skills ensures impressive gains in overall team efficiency and effectiveness. Your organization also will benefit from dramatic improvements in market responsiveness, productivity, customer and employee loyalty, and financial performance!

## Delivery options tailored to specific training needs

The modular design of TeamEffectiveness allows you to either focus on specific improvement areas or deliver all six modules together as a comprehensive development system. To help you further maximize your team members’ performance, the modules also can be combined with other AchieveGlobal training and consulting services.

Effective teams drive competitive performance. Give your team members the skills they need to contribute to team success by discovering the power of TeamEffectiveness!

## About AchieveGlobal

AchieveGlobal is the world leader in helping organizations translate business strategies into business results by developing the skills and performance of their people. Our learning-based solutions focus on skills training and consulting services in sales performance, customer service, leadership and teamwork.

With offices throughout North America and a presence on every continent, we serve more than 70 countries, and offer programs and services in more than 40 languages and dialects. We continually adapt and translate our programs and services to meet the needs of global cultures.



**achieveglobal**

*Learning that works*

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## Module Highlights & Outcomes

### The Team Advantage

Participants examine why organizations move to teams and discuss the challenges and rewards of team membership. They explore different kinds of teams, their new role as team members, and ways they can contribute to the development of teams in their organization.

### The Basic Principles of Teamwork

Participants discover a set of shared values team members can use to work together more effectively. They discuss risk taking, learning from mistakes, information sharing and dealing with change, in relationship to The Basic Principles.

### Keeping Your Team on Course: Tools and Techniques

Participants learn ways to keep the team on course and explore why course management is everyone's responsibility. They learn 12 tools and techniques—including the Team Formation Checklist, Balancing the Team's Workload, Listening for a Win-Win, Avoiding Groupthink and Recognizing Milestones—to guide performance through a variety of situations.

### Playing a Vital Role in Team Decisions

Participants discuss the active participation required of team members in the team's decision-making process and discover a win-win approach for defining the best course of action. They practice with a series of decision-making steps that help them move through the decision-making process, determine the expected outcome of that process and identify the resources and information others will need to support the team's decision.

### Developing Team Plans

Participants learn a sound, flexible-planning process for the smooth and efficient coordination of team tasks. They use the process to analyze assignments and projects, develop well thought-out plans, anticipate obstacles and seek alternatives for handling contingencies.

### Raising Difficult Issues With Your Team

Participants learn a critical team skill: handling situations that impede the team's progress. Some issues are difficult to raise—especially those that result from another team member's actions. This module helps participants raise difficult issues with team members in a sensitive and honest manner and build trust for strong, positive working relationships.

### Program Specifications

#### Audience

Managers, supervisors, team leaders, facilitators and individual contributors who are members of intact or department groups; task forces and standing committees; quality and process improvement teams; project teams; problem-solving teams; or self-directed teams

#### Length

Individual module lengths vary; however, most can be delivered in 4 hours

#### Certification length

4 days

#### Format

Practical skill application, small-group exercises, real-life examples and videos

#### Classroom materials

Facilitators: facilitator guide, printed wall charts, video and set of participant materials  
Participants: workbooks and job aids

#### Delivery

AchieveGlobal Training Performance Consultant or your own AchieveGlobal-certified facilitator

#### Class size

9 to 15 participants