First Step – Teams at Work

This eight-hour course, *First Step – Teams at Work*, is designed to further develop intact work teams. It is appropriate for both new and existing teams. *First Step* provides language, models and shared experiences to accelerate teamwork and collaboration. The course focuses on surfacing real team challenges and providing a forum to work through the issues. Participants explore and experience both personal and team dynamics to increase their awareness of how to work more effectively within their team. A strong foundation is built with key models and relationships are enhanced through teamwork practice activities. As a result of this course, participants learn and begin to practice high-performance team skills. Access to open outside space is needed for the team initiatives used in this course.

PROGRAM OBJECTIVES:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with experiential activities to create a rich and engaging learning environment to:

- Describe how teams can effectively work in organizations
- Describe the TripleWin Relationship Model and experience how to use it with teams
- Define high performance teamwork and then practice the key elements of teamwork
- Learn the stages of team development and the key behaviors at each stage
- Identify and work on real team issues

COURSE CONTENT:

Team Fundamentals: team norms, comfort zone

Change: explore the need for change, discuss the need for teamwork

TripleWin Relationship Model: Compete, Coexist, Coordinate, Collaborate

T.R.U.S.T. Model: Truth, **R**espect, **U**nderstanding, **S**upport, **T**rustworthiness

Trust Continuum: Conditional, Visual, Experiential, Unconditional

Stages of Team Development: forming, storming, norming, performing

Circle of Control, Influence and Concern: where to best focus energy

Change Journey: change is a constant, progress is the key

Action Planning: determining steps to increase our effectiveness

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