

### OVERVIEW

Teamwork is a powerful force – and a must-have ingredient for business success. However, most teams fail to live up to their full potential.

Developing and working as part of a high-performance team takes skill. Teams must be able to manage and move through conflict. Team members must have the ability to communicate effectively with one another. Finally, to be effective, they must be able to recognize and utilize the different strengths of team members.

“Developing Teamwork in the Workplace” provides valuable insights and practical skills for team leaders and members. By participating in its simulations and interactive exercises, you’ll identify where your team is from a development standpoint. You’ll also gain the self-awareness and skills needed to improve your performance and, thereby, contribute to the team’s higher performance.

By participating in this workshop, you will master the skills to:

- Understand what teamwork is and why it is so important
- Define how teamwork contributes to organizational success
- Identify the benefits of working as a team
- Understand the personal characteristics required to be an effective team member
- Identify the characteristics of effective – and ineffective – teams
- Define the four stages of team development and identify your own team’s stage of development
- Identify your personal behavioral characteristics and their impact on teamwork
- Identify the characteristics associated with four different styles and understand what each style brings to the team
- Learn the skills required for increased communication, trust, and respect within the team
- Develop a personal action plan to improve team abilities

### WORKSHOP OUTLINE

#### The Importance of Teamwork:

- What is a team?
- Team simulation exercise, where participants will discover:
  - How they function in a team
  - Communication style
  - Work/behavior style
  - Problem solving/conflict resolution abilities
  - Decision making ability
- Simulation debrief: What happened and why?
- How teams function
- The benefits of teamwork to individuals (personal) and organizations
- Personal reflection: Where are your opportunities for improvement?

#### The Interpersonal Dynamics of a Team

- An introduction to DiSC Personal Profile System
  - Understanding and determining behavior:
    - Overview of DiSC
    - Identifying your personal style
  - Respecting the diversity of behavior in the workplace:
    - How each of the four styles communicates
    - How each style contributes to the team
    - Strengths of each style
    - Weaknesses of each style
- How to “read” behavioral styles
- Learning to adapt your behavior using DiSC
- Personal Reflection: Developing strategies for success

#### Communication Skills for Relationship Building:

- What is communication and why is it sometimes so difficult?
  - How the four styles (D, I, S, C) communicate
- It's not what you say but how you say it: Understanding the major components of effective communication
- Effective listening and questioning techniques
- Using communication skills to develop increased understanding with each of the four styles
- Developing strategies to foster increased teamwork

### Wrap-up

- Review exercise
- Action planning for success as a team member

### Required pre-work for the session includes:

- Each participant must complete the *DiSC Personal Profile System* online two weeks in advance

### Call to Action:

- Action plan/learning contract will be completed at the end of the workshop

All workshops are designed using adult learning methodology and use a 60/40 ratio of interactive exercises and group work (60%) and instruction (40%). Workshops are participant driven, learning filled, and fun.

Duration: 2 days

Participants: 16 maximum