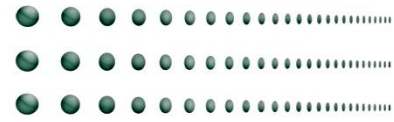




RTO provider code: 60034

Business Skills  
IT Solutions  
Qualifications



## Team Building

National Competency Standard (BSB):  
BSBFLM312 Contribute to team effectiveness

### Course Objectives

This course is aimed at building planning, communication and conflict resolution skills amongst work teams. The course is customised to client needs and is therefore available for presentation to private groups only.

### Duration

1 Day

### Course Outcomes

1. Organising teams in the workplace and identifying roles and responsibilities of team members.
2. Identifying team goals and working with different personality types.
3. Effective planning to achieve team goals
4. Working as part of a successful team
5. Communicating in a team and identifying factors affecting team communication.

### Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

# Team Building

## Course Content

### Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Contribute to team outcomes

- Identify team purpose, roles, responsibilities, goals, plans and objectives
- Defining Success
- What is a Team?
- An Overview of Tuckman and Jensen's Four-Phase Model
- Types of Teams
- The Traditional Team
- Self-Directed Teams
- Support team members
- Setting Goals
- Goals and Motivation
- Setting SMART Goals
- Evaluating and Adapting

### Support team cohesion

- The First Stage of Team Development – Forming
- Hallmarks of This Stage
- What to Do As a Leader
- What to Do As a Follower
- The Second Stage of Team Development – Storming
- The Hallmarks of This Stage
- What to Do As a Leader
- What to Do As a Follower
- The Third Stage of Team Development – Norming
- The Hallmarks of This Stage
- What to Do As a Leader
- What to Do As a Follower
- The Fourth Stage of Team Development – Performing

- Hallmarks of this Stage
- What to Do As a Leader
- What to Do As a Follower
- Provide feedback to encourage, value and reward contributions
- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture
- Motivation on the Job
- The Key Factors
- Creating a Motivational Organisation
- Creating a Motivational Job

### Participate in work team

- Team Building Activities
- The Benefits and Disadvantages
- Team-Building Activities That Won't Make People Cringe
- Role Model
- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others' Perspectives
- Personality's Role in Motivation
- Identifying Your Personality Type
- Identifying Others' Personality Type
- Motivators by Personality Type
- Morale
- Addressing Specific Morale Issues
- Dealing with Individual Morale Problems
- Addressing Team Morale

### Communication

- Understanding Communication Barriers
- Speaking Like a STAR

### Summary - Encouraging Teamwork

- Some Things to Do
- Some Things to Avoid
- Some Things to Consider