

The University of Toledo
College of Business Administration
Executive Center for Global Competitiveness

TEAMBUILDING — HOW TO GET PEOPLE TO WORK TOGETHER

Program Overview

A job title or level in an organization does not determine the ability to be a productive team player. Working in a group environment does not mean that it is a positive and constructive team environment. Too often group members play as individuals rather than committing to a common purpose and integrating skills to accentuate strengths and minimize weaknesses. This program emphasizes how to build team members from group members and how to achieve excellence by working together. Teamwork can be created by committing to a common purpose, creating a climate of care and cooperation, developing relationships that are based on trust and respect, and encouraging members to work well together. This seminar will show how to achieve these objectives.

Who Should Attend

This seminar is for anyone who wants to be better at communicating and working with members who do not have “compatible” personalities. It will help participants explore ways to conduct well prepared and organized team meetings, find strategies that can be used for handling differences among team members, and acquire methods to build trust and encourage commitment to achieve team goals.

Program Objectives

In this interactive program, participants will learn how to:

- Differentiate between a group and a team
- Turn group members into high performing team members
- Develop team relationships by fostering a climate for open communication
- Communicate more effectively by adapting their communication styles to those of others
- Conduct effective team meetings that stay on track
- Manage team conflict and resolve differences
- Build and sustain team effort and get a team going again

Program Agenda

- The important differences between a team and a work group—and the reasons a team gets better results
- 7 characteristics of high performing team members
- How to communicate with team members using the four basic social styles
- Social style strategies for strengthening team communication
- Techniques for keeping meetings on track—before, during, and after
- Using the Meeting Planning Tool to run razor-sharp meetings
- Understand the 8 main sources of team conflict
- Drawing team conflict and dissension into the open—and dealing with it honestly and productively
- Exploring the 5 classic approaches for resolving team conflict
- How the power of collaboration can break deadlocks peacefully and productively
- The importance of trust and clear goals in building and maintaining strong teams
- 14 factors for motivating a team and keeping it growing
- Putting it all together—practicing your new skills of teambuilding

About the Instructor

Debra A. Smith is a nationally respected consultant, speaker, and seminar leader. Her subject is professionalism—a composite of respect for the organization, respect for the people it serves, and respect for oneself. She develops this professionalism in her listeners, thereby enabling employees to reach their highest potential within the organization. People who attend her seminars gain new insight and direction, reinforced by effective skills that greatly enhance their performance. Every year Debra travels to over 100 cities in the United States and Canada to deliver her seminars on communication, time management, conflict resolution, and customer relations. Her seminars are skillfully designed to meet the needs of managerial, supervisory, and support personnel. She has trained over 450,000 people from organizations in the private sector and government as well as in numerous colleges and universities.

*If you wish to tailor this program for onsite training at your company,
please contact Carrie Herr, the Director of ECGC,
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