



# Team Building

*- includes many fun-filled activities -*

**Suitable for:  
Team Members and Team Leaders**

Course duration: 2 days

NQF level: 5

### Course objective:

This highly interactive programme is designed to include all team members and team leaders so that everyone in the team:

- understands the value of teamwork
- commits to the behaviours essential for effective teams
- commits to the processes involved in becoming effective team
- understands how to collaborate across teams
- understands how to resolve conflict within teams

### Course content and outcomes:

- Individual styles and behaviour preferences
- Using your understanding of behavioural styles for relationship strategies
- Understanding group dynamics
- The development stages of teams: accelerating the process
- Pseudo, real and high performance teams
- The value of building High Performance Teams
- Assessing our team against the characteristics of High Performance Teams
- Communication – the glue that holds it all together
  - The processes and principles of effective communication
  - The importance of tone and body language
  - Active listening and empathy
  - Giving and receiving feedback
  - Best practices on communications and building relationships
- Building Trust in teams
- How to rebuild relationships between team members after a breach in trust
- Assertiveness and emotional intelligence within teams
- Responsibility and accountability within teams
- Attitude – your paintbrush in life
- Managing conflict within teams
- Collaboration within and across teams
- Closing activity on the culture and performance of our team
  - Where to focus to improve
  - Setting ground rules of behaviour



Contact us to register or arrange in-house training:

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