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## Team Building for Supervisors

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

### Course Overview

Our 1 day instructor-led training will teach Supervisors the importance of teams. Teams are organizations, teams or groups working inside an office environment that are focused on achieving the same goals. Bringing team members together can sometimes be a challenging task. This course identifies these challenges and helps your participants push through to success. Participants will begin to see how important it is to develop a core set of high-performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, participants will be positioned to accomplish any task. By the end of this course participants will learn:

- How to address the challenges of collaboration
- How to identify high performance skills
- How to manage different personalities
- How to implement problem solving techniques
- How to encourage motivation
- How to increase productivity
- How to plan and meet realistic guidelines and goals

### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives



## Module Two: The Benefits of High-Performance Teams

- Creates Loyalty
- Optimum Productivity
- Collaboration
- Creates Visibility

## Module Three: Challenges of High-Performance Teams

- Can Create Competition
- High Turn-over Rate
- Negative Focus on Productivity
- Fear of Failure

## Module Four: How to Build and Lead High Performance Teams

- Promote Understanding
- Provide Adequate Knowledge
- Facilitate Effective Interaction
- Conduct Effective Meetings

## Module Five: Characteristics of High-Performance Teams

- Understand the Big Picture
- Have Common Goals
- Work Collaboratively
- Produce Quality Results

## Module Six: Roles of an Effective Team Leader

- Provides Adequate Training
- Timely, Constructive Feedback
- Views Mistakes as Opportunities
- Environment of Problem-solving



## Module Seven: Traits of Great Leaders Leading High Performance Teams (I)

- Vision
- Patience
- Humility
- Humor

## Module Eight: Traits of Great Leaders Leading High Performance Teams (II)

- Courage
- Compliance
- Tolerance
- Gratitude

## Module Nine: Ideas for Motivating High Performance Teams

- Let Employees be Idealists
- No Negative Criticism
- Give Ample Praise
- Have Lunch with Each Employee

## Module Ten: Steps to Retaining High Performers

- Give Them Visibility
- Keep Them Entertained
- Reward Them
- Provide Them with Mentors

## Module Eleven: Augmenting Team Performance

- Authority
- Ask Questions
- Quickly Resolve Differences
- Practice Unanimity



## Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Workshop Wrap-Up

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Starting at **\$1,180**

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# GSA



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