

Description of the program

The ***“My Team & I”*** program is divided into 9 modules that are delivered over five half-day sessions once a week or every two weeks. The style of learning is approximately 25% theory and 75% practice through small group discussions, self-reflection, paired exercises, communication exercises, role playing, simulations, case studies and learning reinforcement games. A highly trained and skilled facilitator delivers the workshop in a dynamic style utilizing the most advanced adult learning methods. Participants are given assignments to complete between each session and are asked to report their progress at the next session. As well, they are asked to write self-improvement goals in order to take responsibility to apply key skills that will help them better perform as members of a team. They will also write operational goals related to team objectives, accompanied by action plans. In addition, they will be asked to make collective recommendations to management based on the results of problem solving exercises carried out in the training. Each participant receives a course manual with forms to complete exercises. The manual will also serve as a reference tool for the future. As well, included for each participant is the book ***“CrazyZoo! Know Thyself Made easy”***, which participants will read in between sessions to strengthen their understanding of themselves and of the other participants.

Modules:

1. The evolution of a team
 - The 4 stages of team development
 - Team responsibilities by stages

2. The characteristics of a team vs. a group
 - Knowing yourself
 - Understanding others
 - The ingredients of a successful team

3. Inventory of strengths and weaknesses
 - Types of people
 - Identifying your type
 - Characteristics of each type
 - Types in a team
 - The "dream team"

4. Consensus
 - What is consensus?
 - How to reach consensus
 - Using consensus in effective teamwork

5. Active Listening
 - Listen to build relationships
 - Trust needs to be earned
 - Genuine communication
 - The autonomous team member

6. Team Development
 - Steps to effective team development
 - The skills required at each step
 - Feedback and exchange
 - Mutual recognition & appreciation

7. Mutual Coaching Technique
 - The skills needed to work well together
 - Progressive understanding of each other
 - Achieving team autonomy
 - The five aspects of mutual coaching

8. Goal Setting
 - Identifying the need for goals
 - Building on personal strengths
 - Setting SMART goals
 - Writing action plans
 - Planning to overcome obstacles

9. Problem Solving
 - Problems or opportunities
 - Defining a problem
 - Brainstorming
 - Nominal group technique
 - Force field analysis
 - Facilitating problem solving with the team
 - Communicating with management
 - Implementing solutions