

A comprehensive two-day workshop that delivers the skills and knowledge critical to building, leading and sustaining peak-performance teams

# Excelling as a Highly Effective TEAM LEADER

Managers, supervisors and team leaders will all benefit from this comprehensive two-day workshop on the essentials of leading teams to peak performance

*Learn the skills you need to become an exceptional leader:*

- How to build a cohesive, results-oriented team from a group of diverse individuals
- Motivational techniques that inspire team members to want to perform at their peak
- How to help your team carve its own identity while accomplishing the goals of the organization
- How to grant the team more decision-making and problem-solving authority as it matures
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- How to gain team member commitment to policy and procedural changes that are critical to the success of the organization
- How to conduct focused, productive meetings that turn ideas into action
- And much, much more

*See inside for the course agenda!*

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coming  
to your  
area ...**

**Enroll today! Call toll-free 1-800-873-7545**



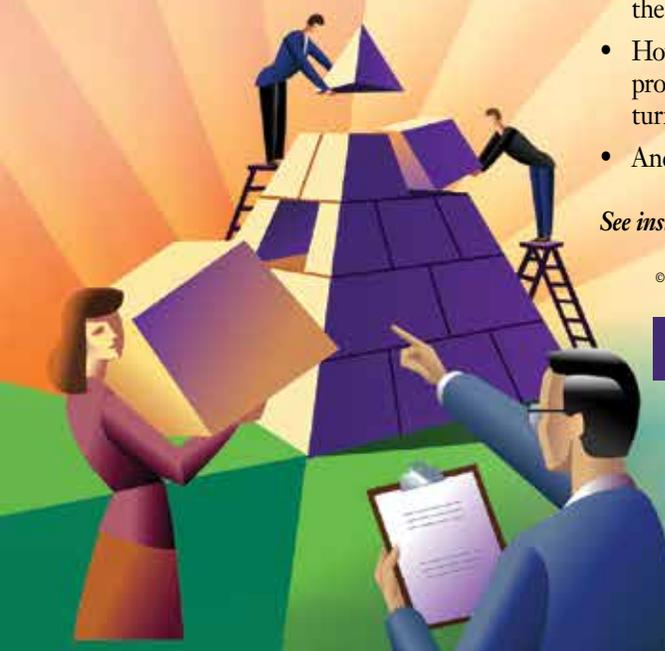
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SkillPath Seminars



# Lead your team to a WINNING PERFORMANCE ...

You've been given the lineup, you know the game plan and now the clock's ticking. It's time to get your team into the game and producing results. In today's results-focused workplace, you need the skills for coaching workers to high-quality, top-notch performances day after day.

In *Excelling as a Highly Effective Team Leader*, you'll learn what it takes to provide your team with the leadership, motivation and guidance it needs to succeed. You'll develop the skills and learn the practical techniques for achieving your true potential as a team leader who earns workers' trust, respect and enthusiastic effort.

## Learn the skills that will make you more effective and your team more productive

The best team leaders have a clear vision of their goals and the organization's goals. More important, they have a passion that allows them to communicate that vision and rally others to share in and achieve it.

In *Excelling as a Highly Effective Team Leader*, you'll learn the personal leadership characteristics and skills that spark the kind of energy and enthusiasm that make productivity and performance soar. You'll get step-by-step guidelines and practical advice for transforming individuals into a creative, effective and peak-performing team.

Why spend valuable time learning or fine-tuning these critical skills through trial and error? Get the solutions that other successful managers, supervisors and team leaders across the country are using to lead workers to peak levels of performance.

**Call 1-800-873-7545 or online at [www.skillpath.com](http://www.skillpath.com) to reserve your place today. See you at the workshop!**



## On-site training and keynote speaking ...

We can deliver this workshop right to your company's door or provide customized, you-pick-the-day training on any program pertinent to your organization's training goals. Or let our staff of professional trainers add sparkle to your next corporate

or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call 1-800-873-7545 and ask for the on-site training department.



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# COURSE AGENDA

## Day one

9 a.m. to 4 p.m.

### Characteristics of successful team leaders

- 10 critical behavioral skills successful team leaders must master
- Transitioning to a team environment: Understanding the differences between supervisors/managers and team leaders
- How to gain the acceptance and trust of team members when you're replacing another team leader
- Stand up and shout—or should you? How to promote your team and its accomplishments to upper management
- Understanding your team's purpose and position within the organization
- Why every successful team leader is also a group member
- Strategies for keeping yourself motivated and energized as a team leader

### How to build a team that gets results

- The 4 key words that describe every top-performing team
- Calling a team a team doesn't make it one: Find out the 13 key characteristics that make a successful team
- Team chemistry: Personality and interpersonal styles that lead to collaboration—and also to conflict
- DIAMOND: A can't-miss formula for planning and setting achievable team goals
- How to get the team to welcome new members without feeling threatened
- Understanding the primary reasons teams fail to accept responsibility
- Benchmarks for evaluating a team's progress, performance and bottom-line results

### Creating a motivating team climate

- How team leaders sometimes inadvertently contribute to a lack of team performance
- Overcome the myth of motivation by remembering these 2 key points
- The 4 different team climates a leader can create—use this Team Leader Effectiveness Grid to find out which one you've fostered for your team
- The keys to building trust between team members and the team leader, especially after a negative or unpopular decision has been made
- How to renew and refuel a team that starts off with enthusiasm and energy but soon becomes discouraged
- How to inspire and motivate a team that routinely has more work than it can reasonably handle
- People give when they get: Key points to keep in mind when planning incentives and rewards

### The changing role of the team leader

- The 4 stages of team development—and the team leader's role in each
- How well do you coach and counsel your team? Use this exercise to find out how you're influencing your team's development
- How to gradually release more power, influence and authority to the team as members mature and jell in their roles

"This workshop provided me with excellent information on how to get a team to come together. The trainer was great, and now I can take this valuable information back to my agency and watch the team spirit rise."

—Rick Brown  
Security Supervisor  
YWCA of Greater Milwaukee



- 2 critical factors for getting team members to accept change
- How to use delegation to push team members to take action and get results
- Understanding the single most important function of the team leader
- Understanding when to “coach” and when to “direct” in order to elicit the best performance from team members

### Tuning in to critical communication cues

- The 4 components of effective communication
- 8 tips for helping team members communicate better with each other, with customers and with you
- How to get team members to listen to and accept criticism from one another
- The common barriers to effective listening and how to overcome them to strengthen relationships among team members
- How to help team members understand the difference between “acceptance” and “agreement”
- 6 benefits of asking *good* questions—and the 5 types of questions to avoid

## Day two

9 a.m. to 4 p.m.

### Dealing with performance problems

- Understanding the 3 major types of problems that keep team members from performing at their peak—and the specific actions you can take to counter each type
- A sure-fire approach for getting team members who choose not to perform to not only change but to grow
- How to determine when additional training is needed to smooth out rough spots in performance
- 4 critical steps to making sure your discipline sticks
- How to conduct an effective performance review
- How to deal with “eager beavers” who don’t produce
- A dozen key areas to examine when the team as a whole is experiencing performance problems

### Shared problem solving and decision making

- The 3 primary problem-solving and decision-making styles most teams utilize—and the pros and cons of each
- The team leader’s role in the rational problem-solving process
- How to use brainstorming as a tool for encouraging the free exchange of ideas and solutions
- Avoid conflict and controversy with this proven technique for making choices when several excellent alternatives are on the table
- How to gain cooperation when some team members won’t abide by the decisions made by the team as a whole
- How to get your team to make decisions when team members want to be told what to do
- The top 10 factors that influence a team’s decision-making process

### Dealing with team conflict

- The key to promoting team harmony and minimizing disagreements
- Why you can’t sweep team conflict under the rug
- Proven methods for structuring and conducting successful conflict-resolution meetings
- A step-by-step disciplinary process that addresses misconduct openly and frankly

- The 5 levels of team conflict and what you can do to help mitigate the factors that cause them
- 10 conflict-avoidance tips team leaders can practice in any team situation
- How to deal with team members who spend more time competing with each other than cooperating
- The 3 ways teams commonly mishandle anger—and how to help team members redirect it

### Conducting effective team meetings

- Why the time you spend planning and preparing for a meeting is as important as the meeting itself
- 5 key elements of an effective meeting agenda
- Tips for leading purposeful, productive team meetings
- How to create an environment that encourages team members—even untalkative ones—to fully participate in the exchange of ideas
- 2 dozen techniques experienced team leaders use to keep discussions flowing during meetings
- Facilitation techniques for ensuring that team meetings run smoothly—and which behaviors to avoid
- The “100-mile rule”: How to use it to eliminate distractions and keep team members focused on the business at hand

### Managing virtual teams

- Understanding how virtual teams have revolutionized the workplace
- The 3 phases of planning and development necessary for creating a winning virtual team
- The essential skills and technology needed to support an effective virtual team
- Understanding and supporting the dynamics of teams that reach across organizations
- How to enhance personal communications when team members meet electronically
- One of the key reasons virtual teams fail—and commonsense approaches to prevent it

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