



Course Title: Leading High-Performance Teams

Course Length: 2 days

Time Online: N/A

Time in Class: 16 hours

Time in Lab: N/A

Class Size: Minimum 5 / Maximum 24

Price Per Student: \$1,880.00*

Location: Company Site

Course Description:

Product development is organizationally a complex undertaking that requires effective coordination within a company and between companies. During product development, teams are confronted with a number of ongoing organizational challenges and there is a high potential for conflict between participants in the process.

This course addresses teamwork and other "soft-side" factors that largely determine whether product development programs are successfully completed on schedule. The content is relevant for both OEMs and suppliers.

Course Learning Objectives

By attending this course, participants will be able to:

- Explain the importance of effectively managing 'soft-side' issues that cause problems and delays during product development programs
- Employ successful practices of chartering and launching teams
- Implement techniques to successfully lead and facilitate effective teams
- Effectively troubleshoot problems on a team and employ techniques to remain productive
- Implement proven tips for conducting effective team meetings

Course Syllabus

- Designing High Performance Team
 - Characteristics of effective teams
 - Systems aspects of team design
 - Addressing systemic variables
 - Identifying key stakeholders
 - Establishing the team's charter
- Leadership and Group Dynamics
 - Responsibilities of the team leader
 - Understanding human behavior in groups

* Price based on minimum enrollment, subject to change

- Motivating team members
- Establishing a productive team culture
- Developing team support
- Productive and destructive team roles
- Effective communications
- Influence of personality styles
- Launching the Team
 - Stages of team development
 - Pre-meeting considerations
 - Selecting the team
 - Common reasons meetings fail
 - Managing the first team interface
 - Establishing group norms
 - Structuring the agenda
- Making Sound Decisions
 - Situational analysis: problems, decisions and polarities
 - Common errors in decision making
 - Essential steps in the decision process
 - Quality and acceptance factors in decision making
 - When to use and avoid group consensus
 - Identifying the decision makers
 - Facilitating consensus decisions
- Flawless Facilitation
 - Recognizing and defusing common group problems
 - Managing conflict and providing feedback
 - Mind mapping, story boarding and other techniques
 - Making work assignments
 - Assessing group performance
 - Concluding the meeting