

The best teams work together fluently...

Building Team CONNECTIONS

Forging Trusting Relationships to Make Your Team *Unstoppable!*

All organizations need effective teamwork and collaboration in order to create positive results for their organization and the customers they serve. Team members are expected to generate the best possible outcomes, and to do so, they must work effectively with their immediate teams, as well as with members of extended teams (i.e., other agencies, customers, employees, suppliers, etc., who directly or indirectly, affect and impact their work processes). The best teams work together fluently, and they do it by reducing interpersonal friction, cultivating a positive work environment, and aligning the values and goals of their team and organization with relationships and performance.

Participants will learn how to:

- Describe differences between work groups and teams
- Understand the characteristics of high performing teams
- Assess and describe how team differences can serve to strengthen team performance
- Use a process to establish team norms
- Analyze immediate and extended team connections to identify where time could be better spent
- Take stock of their own team's stage of development; and the level of trust within their team
- Describe Positive and Negative Interactional Energy
- Use *Five Critical Factors* to refuel team connections

This **1-day**, highly interactive program will provide learners with a fresh perspective on all of their team connections, and provide tools for analyzing and strengthening those connections. They will learn how to improve results by establishing and maintaining team norms, cultivating trust, leveraging differences, and determining *where* and *how* to apply time and energy to keep the team moving forward in a positive direction.

8:30 AM – 4:30 PM

Investment: \$125.00

This course addresses the competencies of *Team Work* and *Perceptiveness*



Presenter:
Dale McCoy

Dale McCoy is a Training and Organizational Development Practitioner, specializing in human performance improvement and leadership cultivation through learning and development strategies that yield measurable, data-driven, business results. After managing a multi-million dollar retail sales operation in Los Angeles, Dale gained extensive experience as a Human Resource Development Specialist with MCI Telecommunications, and as Manager of Training and Development with United Healthcare. Dale was also the Professional Services Manager of Training Development for Ineto, a web-based customer relations company in Texas.