

COURSE OVERVIEW SS0973
Orchestrating Team Performance – Fundamentals
(E-Learning Module)

Course Title

Orchestrating Team Performance –Fundamentals
 (E-Learning Module)

Course Reference

SS0973

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration

30 online contact hours
 (3.0 CEUs/30 PDHs)



Course Description



We live in a global society that uses teams to create wealth, market share, customer service, competitive advantage, and other markers of organizational success. Teams provide the social “glue” in organizations that melds together people, processes, and technologies to produce services or products.



Organizations cannot function without teams; however, teams must be designed properly to fit organizational cultures and they must be managed properly, a topic that has consumed countless management theorists over the years.



Organizations need teams to produce creative products, just as artists need the tools of their work. There may be a science to orchestrating team collaboration, but there also is an art. Artists often cannot predict the outcomes of their creative endeavors any more than managers can predict outcomes of their team challenges.

Management “science” is necessary and contributes practical theories for teams to work better together. A more balanced approach, however, might blend science with art and magnify team effectiveness.

Orchestrating the performance of team members to collaborate together represents an art form itself. Team leaders can be viewed as “conductors” who must facilitate individuals producing an optimal “composition” for every tasks. However, team leaders and facilitators shall not orchestrate teams the way we often view musical conductors orchestrating symphonies.

Orchestrating team performance helps teams develop optimum levels of performance. It provides a team with a comprehensive approach for diagnosing and improving current team performance. Teams gain experience in taking appropriate actions to improve in each of the key areas required for team success.

Participants utilize the Team Development Report, a feedback instrument completed by team members and the team leader. The report details current strengths and weaknesses in each of the essential development areas as well as information on the team leadership structure and levels of trust within the team. The feedback report provides the team leader with critical information on the health of his/her team and be used to pinpoint problem areas of team performance for further development.

Based on an award-winning Tri-Dimensional Team Performance Model, participants will develop a strong understanding of team fundamentals and will learn specific applications in the following nine areas: -

- Creating Focus & Building Commitment
- Assessing & Developing Team Skills
- Change Management - Opportunity Analysis
- Defining Team Norms
- Improving Communications – Managing Conflict
- Developing Rewards and Recognition
- Creating Team Operating Procedures
- Integrating New Team Members
- Evaluating Team and Individual Performance

This E-Learning course is designed to provide participants with an up-to-date overview on orchestrating team performance. It covers the teamwork and personal styles; the concept of synergy; building a high-performing team; assigning serious team goals; encouraging informal teams; cross-training employees; and providing team resources; the characteristics of high-performance teams and the life cycle of a team; the characteristics of high-performance teams; selecting the right team for a project; recruiting the best members for your team; the ten ways to empower followers; listening intently, believing in your employees, forgiving mistakes, providing growth paths, praising efforts, asking powerful questions, giving employees time, setting your own ego aside and building consensus; the principles of consensus decision making; and the five requirements of consensus decision-making.

During this interactive course, participants will learn the useful questions for team building; how to sustain team effectiveness; the 17 laws of great teamwork; the 9 Belbin team roles; the disc behavioral tool and high performance team building processes; assessing team performance; the effective team communication and behavior; the types of business conversation and 7 C's of communication; the top ten tips for good interpersonal communication skills; the elements and basic model of communication; developing and maintaining open channels of communication; overcoming communication barriers; developing active listening skills; the various ways to increase effectiveness of your communication; the three steps of the situational leadership model; the 4 main components of a system model of change; the 10 reasons why employees resist change; the 6 strategies for overcoming resistance to change; and the 15 guiding principles for better change.

Course Objectives

After completing the course, the employee will:-

- Apply and again a basic knowledge on orchestrating team performance
- Understand the Phases of Team Development and discover how a group of individuals can evolve into a synergistic team and learn specific behaviours necessary to advance to each level
- Understand Tri-dimensional Model of Team Development™ an award-winning model that identifies nine criteria core for team success
- Understand the Team Development Report including the diagnostic profile evaluates current performance and guides teams in choosing further development options
- Learn a comprehensive approach in self-diagnosis and issue correction
- Be able to explore obstacles to team productivity
- Be able to enhance team processes and methods
- Carryout teamwork and personal styles as well as discuss the concept of synergy
- Build a high-performing team, assign serious team goals, encourage informal teams, cross-train employees and provide team resources
- Discuss the characteristics of high-performance teams and illustrate the life cycle of a team
- Select the right team for a project, recruit the best members for your team and identify the ten ways to empower followers
- Listen intently, believe in your employees, forgive mistakes, provide growth paths, praise efforts, ask powerful questions, give employees time, set your own ego aside and building consensus
- Explain the principles of consensus decision making and identify the five requirements of consensus decision-making
- Ask useful questions for team building, sustain team effectiveness and discuss the 17 laws of great teamwork

- Describe the 9 Belbin team roles, identify disc behavioral tool and implement high performance team building processes
- Assess team performance and identify effective team communication and behavior, types of business conversation and 7 C's of communication
- Apply the top ten tips for good interpersonal communication skills and discuss the elements and basic model of communication
- Develop and maintain open channels of communication, overcome communication barriers, develop active listening skills and apply various ways to increase effectiveness of your communication
- Describe the three steps of the situational leadership model, the 4 main components of a system model of change and the 10 reasons why employees resist change
- Recognize the 6 strategies for overcoming resistance to change and the 15 guiding principles for better change

Who Should Attend

This course provides a fundamental knowledge on orchestrating team performance for managers, supervisors and other technical staff whose job involves building teams as well as working in teams. This includes level 3 and level 2 (senior Level & junior level) employees.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal




Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


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USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Contents

- Teamwork Definition & Personal Styles
- Team
- The Concept of Synergy
- Myths about Teamwork
- Managers and Consultants are Responsible for Building Teams
- Team Members must Subordinate their Self-Interests for the Good of the Team
- Teambuilding Means Taking Time Away from “Real Work” at Offsite Event
- A Team that Starts on the Right Track Stays on the Rights Track
- Let’s Choose a Leader
- We don’t Need to Meet
- Let’s Jump ion and Stop Wasting Time
- We are One Big Happy Family
- If You Don’t Participate, That’s your Problem
- Teams are Generally Harmonious People Who Compromise Their Needs for the Sake of the Team
- Team Conflict in Unhealthy
- Most People Like Teamwork
- Senior Managers Encourage Teamwork
- It’s Good to Mix it Up
- Bigger is Better
- Face-to-face Interaction is Old-fashioned
- It All Depends on the Leader
- Teams Always Perform Better than Individuals
- Corporations are Team-oriented
- Effective Teamwork is Common in Most Organizations
- Case Study #1
- Quiz #1
- Building a High-Performing Team
- Building a Culture of Teaming
- Assign Serious Team Goals
- Encourage Informal Teams



- Cross-train Employees
- Provide Team Resources
- What is a High-performing Team
- The High Performance Team Building Process
- Characteristics of High-Performance Teams (Research on Teamwork)
- No Team Purpose, No Team
- If the Team Purpose is the Reason for Cooperation, Then the Development and Division of Clear Roles is a Team's Strategy for Cooperation
- Solid Team Relationships provide the Climate needed for high levels of Collaboration and are Characterized by Trust, Acceptance, Request, Understanding, and Courtesy
- Building High-performance Teams is the Product of Determined Intentionally
- Case Study #2
- Quiz #2
- Life Cycle of a Team
- Sponsored Project Lifecycle
- Launching a Team
- Diagnosing a Team
- Maintaining a Team
- How can you Select the Right Team for a Project?
- Team Size
- Overall Team Composition
- Team Member Selection and Exclusion Criteria
- Member Recruitment Process
- How to Recruit the Best Members for your Team
- Ten Ways to Empower Followers
- Give Employees Generous Boundaries
- Listen Intently
- Believe in your Employees
- Forgive Mistakes
- Provide Growth Paths
- Praise Efforts
- Ask Powerful Questions
- Give Employees Time

- Set your Own Ego Aside
- Building Consensus
- The Principles of Consensus Decision Making
- Five Requirements of Consensus Decision-making
- Inclusion
- Participation
- Co-operation
- Egalitarianism
- Solution-Mindedness
- Understand the Benefits of Using a Consensus Process
- Decide How Your Group will Finalize a Decision
- Understand What it Means to Give Consent
- Clearly Outline What it Needs to be Decided
- List all Concerns Participants want their proposal to Address
- Test the Waters
- Apply your final Decision Rule
- Common Decision Rule
- Consensus
- Case Study #3
- Quiz #3
- Team Dynamics
- The Life Cycle of a Team
- How to Begin Team Building
- Methodology
- Resources
- Useful Questions for Team Building
- Team Values and Norms
- Examples of Written Norms
- How to Sustain Team Effectiveness
- Why Teams Fail
- How the Groupthink can be Avoided or Minimized?
- Case Study #4
- Quiz #4

- Team Fundamentals: The 17 Laws of Great Teamwork
- Case Study #5
- Quiz #5
- Team Fundamentals: Teamwork & Personal Styles
- What is a Belbin Team Role?
- The 9 Belbin Team Roles
- Overview of the DISC Behavioral Tool
- DISC Profiles Help You and Your Team
- What does DISC stand for? What do the Letters Mean?
- Goals
- Influence
- Steadiness
- Conscientiousness
- High Performance Team Building Processes
- Assessing Team Performance
- The Belbin Type Indicator & The Belbin 9 Team Roles
- Belbin Team Roles & Descriptions
- Case Study #6
- Quiz #6
- Team Fundamentals: Identifying Effective Team Communication & Behavior
- How do People make Sense of the World
- Conversation versus Communication
- Conversation
- Communication
- Business Conversation
- Types of Business Conversation
- Principles of Communication
- 7 C's of Communication
- Top Ten Tips for Good Interpersonal Communication Skills
- Formal Channels of Communication
- Think First
- Elements of Communication
- Basic Model of Communication

- Developing and Maintaining Open Channels of Communication
- Types of Communication
- Elements of Communication
- Forms of Nonverbal Communication
- Barriers to Communication
- Ways to Overcome Communication Barriers
- Communication Network-2 People
- Communication Network-3 People
- Communication Network-5 People
- Assertiveness
- Empathy
- Active Listening
- Listening versus Hearing
- Barriers to Active Listening
- Overcoming Barriers
- Develop Active Listening Skills
- Ways to Increase Effectiveness of your Communication
- Business Correspondence
- Report
- Email
- Case study #7
- Quiz #7
- Team Fundamentals: Team Leadership Concepts
- Responsible of Team Leader
- Leadership
- Management vs. Leadership
- Characteristics to Cultivate
- Attitudes to Cultivate
- Attitudes of Leadership in a Context of Complexity
- Leadership Arising from Passion
- Recognize the Situational Leadership, Levels of Development
- Directing
- Coaching

- Supporting
- Delegating
- Leadership Styles
- The Three Steps of the Situational Leadership Model
- Maturity Levels
- Different Styles of Motivation
- Types of Motivation
- Fear
- Achievement
- Growth
- Power
- Social
- Case study #8
- Quiz #8
- Teamwork: Understanding Change
- The Changing Shape of Organizations
- The Hourglass Organization
- The Virtual Organization
- Change & Managing Change
- External Forces for Change
- Internal Forces for Change
- Unfreezing
- Refreezing
- The Systems Model of Change
- The 4 Main Components of a System Model of Change
- 10 Reasons Why Employees Resist Change
- 6 Strategies for Overcoming Resistance to Change
- 15 Guiding Principles for Better Change
- Characteristics of Change
- Case study #9
- Quiz #9
- Teamwork: Understanding Complexity
- Character of Chaotic Change

- The Language of Complexity
- Leadership & Complexity
- Business & Complexity
- Business Reinvention
- Industry Reinvention
- Case Study #10
- Quiz #10

