

# *Building Effective Teams*



## **Overview**

- Focused on best practices for cultivating teamwork in a support center
- ½ day seminar (7:30 AM -11:30 AM, 1 PM – 5:00 PM)

## **Who Should Attend:**

- Support Center personnel – 1<sup>st</sup>, 2<sup>nd</sup> and nth line technical support staff
- Team leads and other technical support team members

## **What You'll Learn:**

- Creating the successful teamwork environment
  - What contributes to building a supportive environment
- Keys to successful teamwork
  - What is and is not a team
  - Stages of team development – how to recognize which one you are in, and how to leverage that knowledge
  - Key characteristics of a successful team
  - Roles and responsibilities of..
    - Team leads
    - Team members
- Methods for building your team
  - Setting a clear mission, with goals and objectives
  - Defining clear roles & responsibilities
- The secrets to motivation
  - Motivators vs. de-motivators
  - How to motivate your team effectively
- Running an effective team meeting
- Coaching strategies
- Handling and resolving conflict
  - Negotiation basics
  - Conflict resolution methods for ...
    - Team leaders
    - Team members
  - Resolving conflict with other teams and team members
- Maintaining a high performing team

## **Interactive Exercises:**

- Various teamwork exercises

## **Key Take-away:**

- Checklist card for optimized teamwork