Team Building
OLC Course Recommendations

Competency Definition

Inspires and fosters team commitment, spirit, pride and trust; facilitates cooperation and motivates team members to accomplish group goals.

OLC Component Titles

Analyzing Workplace War Zones

COURSE TSA-TEAM-ANALYZWARZONE-0001

Description: A team would be worthless if everyone agreed on every issue. The purpose of teams is to facilitate discussions and foster creativity. Sometimes the same discussions and creative thoughts that help the team can also bring about conflict. Nobody is perfect and not everyone is going to get along. It's important that teams identify and target any problems before they escalate. At the end of this course you'll have the skills needed to recognize why teams stop working, identify why battles begin, learn how to target team problems, and develop the skills to discuss problems as a team.   **Duration=2.5**

Building Effective Interfunctional Relationships

COURSE TSA-COMM-BLDEFFCTIFRELAT-000

Description: Whom did you talk with at work this week? To accomplish your goals in today's workplace, you not only have to interact with personnel in other departments, you often have to coordinate or even rely on them. Tasks are fluid and flow across functional boundaries. The products or services your company offers require a cooperative effort to produce. But by nature, most companies are structured territorially. Every department head and manager has his or her own troops on call and a personal domain to defend. Protecting your turf may be instinctual, but it's also counterproductive. By not cooperating openly with other sections or departments, you not only interfere with their ability to accomplish their tasks, you undermine your own efforts as well. In this course you'll discover how you may be inadvertently sabotaging yourself when you let your territorial instincts guide your interactions. Once you understand how interfunctional relationships benefit you and your work goals, you'll be ready to learn some communication skills that will help you develop stronger, more productive work alliances across functional boundaries. **Duration=2.5**

Effective Team-building Strategies

COURSE TSA-TEAM-BUILDSTRATEGY-0001

Description: For a team to succeed, its members must want to win. Specifically, each team member must place the team's goals ahead of his own goals so that the team may be victorious. Team motivation can come from a variety of sources, the most usual of which is the team leader. But what if your team leader doesn't have the necessary leadership skills? Or what if she does, but she applies them ineffectively? In this course, you'll learn tools, techniques, and tips to help you--the team member--help your team develop a -one for all, all for one- mentality. In particular, you'll explore some motivational techniques to apply from the get-go so that potential problems are averted. You'll also learn how to promote and maintain a creative and productive atmosphere. Finally, you'll practice a couple of team building exercises that you can later introduce to your team. **Duration=4.0**

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Effectively Communicating in Teams

COURSE TSA-TEAM-EFFCTCOMMTEAM-0001

Description: Teams rely on the participation, input, and opinions of all team participants. Learning to speak up and encouraging others to open up are important to a team's communication. Giving and receiving feedback gracefully is another critical part of communicating with team members. Without effective feedback, little will be accomplished. Effective team communication skills don't just happen. In this course, you'll learn ways to communicate productively and nonjudgmentally, to listen effectively and assert yourself, and to provide and receive constructive feedback. **Duration=3.0**

Facilitating On-site and Virtual Teams

COURSE TSA-TEAM-FACILONSITVIRT-0001

Description: Knowing how to facilitate maturing on-site and virtual teams is critical, because it is at this time that teams typically reach peak performance. Mature teams begin to perform independently, and it's important that the leader's role changes to that of a facilitator. This course will cover the facilitation of on-site and virtual teams as teams mature. It will introduce the development stages of maturing teams and provide strategies uniquely designed for addressing problems that arise during this phase. The course will also present techniques for strengthening your team and for evaluating team effectiveness. Finally, it will offer strategies for sustaining high performance, including techniques for boosting creativity and motivating through shared leadership roles. By understanding how a maturing team develops and knowing how to apply specific strategies during these stages, you will be able to facilitate a high-performance on-site or virtual team. **Duration=4.5**

Getting Past Clashes: Valuing Team Diversity

COURSE TSA-TEAM-VALUEDIVERSITY-0001

Description: Teams have diverse personalities, skills, and interests that are challenging to put together. You may not get along with every team member, but it's important that you can work together to achieve the same goal. At the end of this course, you'll have the skills needed to work with different personality styles, control your gut reactions to difficult people, and deal with difficult team members. **Duration=2.5**

Launching Successful On-site and Virtual Teams

COURSE TSA-TEAM-ONSITEVIRTUAL-0001

Description: One factor that defines team success is the way in which a team is launched. Quickly moving an on-site or a virtual team into high-performance mode takes planning, strategizing, and a seamless launch. In this course, you'll learn techniques for setting up a successful team that can be applied to an on-site or a virtual environment. First, you'll learn strategies for selecting high-performing team members. Next, you will gain the knowledge and skills for setting goals and establishing ground rules. Finally, you will learn approaches for building a cohesive team culture through participation. By applying the techniques and strategies taught in this course, you will lay the foundation for successful on-site and virtual teams. **Duration=5.5**

Leading a Customer-focused Team

COURSE TSA-LEAD-CUSTFOCUS-0001

Description: The quality of your customer service is in the hands of the people who deliver it. As their leader it's your responsibility to give them the direction, resources, and support they need to succeed. This course shows you how to work with them to create a customer-focused environment that fulfills customers' expectations while still achieving corporate goals. The first lesson explains how to work together to set the parameters for what has to be accomplished by creating a Statement of Purpose and effective team goals. Once these have been established, your role as leader becomes that of enabler and the rest of the course is devoted to demonstrating how you can manage and support the team's performance. In the second lesson you'll learn how to measure the elements of performance that impact on customer service, after being shown how to differentiate between those that do and those that don't. You'll also learn how to coach for performance improvement, using the method that's the most appropriate for the situation. No prescribed service system, no matter how finely tuned, can legislate for every eventuality, and there will be occasions when customer satisfaction is dependent on an individual's ability to step outside the norm and use his or her own initiative. That's why the last lesson in the course covers how to empower and motivate team members. It shows how to give them the power and impetus to act on the customer's behalf when the occasion demands. **Duration=4.0**

Leading Successful On-site Teams

COURSE TSA-TEAM-SUCCESSONSITE-0001

Description: Successful on-site teams are characterized by clear direction, team member trust, and effective communication and conflict-resolution strategies. In the early stages of team development, leaders must set up structures and processes that support the development of these team characteristics. This course offers strategies for leading an on-site team during the first two stages of team development--forming and storming. It outlines steps for defining a project and offers strategies for gaining commitment and building trust among team members. It also presents techniques for encouraging communication and collaboration. Finally, this course provides easy to follow steps for resolving conflicts. By using these strategies, team leaders can build high-performance on-site teams. **Duration=5.0**

Making Cross-generational Teams Work

COURSE TSA-LEAD-XGENTEAMSWORK-000

Description: Teams in the modern workplace may include members from as many as four different generations. For a team to work effectively, its manager must understand generational distinctions. Individual team members may subscribe to different values, practice different work habits, or seek different goals. Lessons in this course cover the benefits and challenges of teaming silent generation, baby boom generation, Generation X, and Generation Next employees. **Duration=3.0**

Manager's Performance Guide - Team Conflict Skills

COURSE TSA-TEAM-MGRCONFLICTSKL-0001

Description: There is little doubt that today's organizations are experiencing unprecedented changes in how they define themselves and accomplish their work. Nowhere are these changes more evident than in organizations' training and development departments. Managers are increasingly being asked to show how their training efforts add value to the organization, and that means being able to measure performance. Have behaviors changed? How can we determine behavioral change? During the past four decades, numerous models of training evaluation have been proposed. Donald Kirkpatrick created the one that's been most widely used, and most other models indirectly or directly build on Kirkpatrick's model. This course is designed to help you perform Level 3 evaluations, which focus on evaluating behavioral change. **Duration=1.5**

Team Conflict: The Seeds of Dissent

COURSE TSA-TEAM-CONFLICTDISSENT-0001

Description: Teams are a fact of corporate life. Think about all the team buzzwords. There are cross-functional teams, self-directed teams, union teams, functional teams, total quality teams, and project teams--not to mention the concept of -The Dream Team.- If there's anything that's predictable about these high-powered teams, it's the inevitability of conflict. Many teams fail to recognize that there's power in conflict. Healthy dissent actually breeds team success, and that's the essence of this course. What do you need to know about the roots of conflict and team dynamics to help cultivate a healthy mindset about conflict? At the end of this course, you'll have the skills needed to identify the stages of conflict, the awareness of group dynamics that can cripple team effectiveness, and how to build a positive approach to conflict at the time your team is launched. **Duration=3.5**

Team Feedback: A Guide

COURSE TSA-COMM-TEAMFEEDBACK-0001

Description: Teamwork is playing an increasingly significant role in the majority of today's top companies. This is based on the assumption that working in teams leads to better business performance. In that case, you must ensure that team performance is managed effectively--feedback being of crucial importance. Feedback about how the team is performing, how individuals are contributing to the team's performance, and how the team is being managed, are all vital. Managing team performance is complex, because effective teams depend on synergy between individual and team factors. In this course, you will learn what makes teams successful, and how effective feedback at team level contributes to this success. You will work through a process for giving feedback in a team situation, and explore methods for communicating feedback. In addition, you will consider how the team can be motivated and inspired through feedback, discover how the role of the team leader can be developed using 360 degree feedback, and how feedback can help you to deal with team performance issues. **Duration=4.0**

Teamwork and Results without Authority

COURSE TSA-COMM-RESULTSANSAUTH-0001

Description: When it comes to being a member of a team, what role do you think you should play? Legendary Alabama football coach Bear Bryant said, " In order to have a winner, the team must have a feeling of unity; every player must put the team first--ahead of personal glory." Yet, according to general George S. Patton Jr., -If everyone is thinking alike then somebody isn't thinking.- When it comes to getting results without authority on your team, it's necessary to do both. In this course, you'll learn how to achieve results by playing the game, and you'll learn how to assert yourself. **Duration=2.5**

The Leader as a Model

COURSE TSA-LEAD-LEADERASMODEL-0001

Description: -Leaders...know how to dance the old dance. We all grew up in traditional organizations with conventional leader and role models. Now the music has changed. We don't know the new steps and there are not footprints on the floor.- Peter R. Schools' words accurately reflect the challenges of leading today. You have to be able to develop a diverse team that can achieve optimum performance. You have to know how to motivate a variety of individuals. And you have to be willing to shed the old ways of thinking to make room for the new. This course will start you on that path. **Duration=3.0**

The Path to Peace and Harmony

COURSE TSA-TEAM-PATHPEACE-0001

Description: A saying goes, -We will never be better as a team than we are with each other.- The road to peace and harmony involves working with every team member toward mutual goals. Each team member must be involved to set the stage for success. Continuous improvement and teamwork are vital to creating a team that works and stays together. How can your team reach harmony? At the end of this course, you'll have the skills needed to set the stage for team success, get conflict out in the open, and use continuous improvement and teamwork principles. **Duration=2.5**