

Team Building

Duration: 4 Days

Prerequisites: NQF Level 3 numeracy and literacy skills

NQF Level: 4 - 5

Lesson 1: Motivation

- What Is Motivation?
- Why Motivate?
- Signs of Demotivation
- Techniques to motivate a team
- Feedback
- Receive feedback
- Active Listening
- Treat Other People with Empathy
- Management Styles
- Leadership Styles
- Setting Goals and Objectives
- SMART Objectives
- Obtain commitment from team members
- Rewarding Successful Team Performance
- Leadership

Lesson 2: Understand Self and Team Members

- Teamwork
- What Is A Team?
- The Structure of Teams
- Individual Exercise: Team Structure
- Your responsibilities as a team member
- Individual contributions to the team
- Create a Positive Working Environment
- Groups in Organisations
- Why are groups formed?
- Effective groups
- Group Roles
- Formal and informal groups in organisations
- Functions different groups in organisations
- The difference between a group and a team
- Groups versus Teams
- Developing groups into teams
- Different types of teams
- Characteristics of effective and ineffective teams

- The Six C's
- Trust
- Stages of Team Development
- Identify own strengths and areas for development
- Analyse yourself
- Personal Development Plan
- Strengths and Areas of Development Of Team

Lesson 3: Theories of Motivation and Group Dynamics

- Motivation Hygiene Theory
- Motivators
- Hygiene Factors
- Expectancy Theory
- Prescription for Greater Motivation
- Group dynamics
- The needs of members of the group
- Proximity and attraction
- Group goals
- Economics
- The various types of groups.
- Stages of group development.
- Group Behaviours
- Creating high performance teams
- Transforming individuals into team members
- Teams and management functions
- Management of team behaviours

Lesson 4: Implement a Plan of Action to Strengthen a Team

- Implement an Action Plan
- Managing Resources
- Communication
- Monitor Progress
- Establish Standards of Performance
- Evaluate Deviations
- Take Corrective Action
- Feedback
- Emphasise the Positive
- Remove the effect of Weaknesses
- Use a Participative Style
- How to Give Effective Feedback
- Receive feedback

Lesson 5: Explain and use a given team performance reference framework

- Value Proposition
- Module
- Understandings
- Ownership
- Keys to Building a Great Company

Lesson 6: Evaluate team performance using the given team performance reference framework

- Plan and evaluate performance
- Review and reload every 90 days
- Set strategic marketing goals and performance indicators
- Predict trends
- Strategies best suited to enhance market advantages
- Maximise planning and monitoring frameworks
- Critical aspects of evidence
- Interdependent assessment of units
- Display knowledge in terms of job role or function
- Display skills in terms of job role or function
- Resource Implications
- Consistency in performance
- Context for assessment
- Range Statements
- Applicable regulations and legislation
- Work site environment factors
- Market assessment
- Joint business objectives
- Types of standards, performance benchmarks or specifications

Lesson 7: Maintain records resulting from evaluation of team performance & Facilitate team performance improvements

Unit Standard Alignment:

- US 242819, Motivate and Build a Team, NQF 4, 10 credits
- US 120380, Evaluate and improve the project team's performance, NQF 5, 7 credits

Articulation: Credits obtained during this skills programme will contribute towards qualification 50080, FETC: Project Management, NQF Level 4 and 57712, FETC: Generic Management, LP 47630, NQF Level 4.

Delivery Method: The programme is facilitated by a competent subject matter specialist/s, who utilises the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Simulations, Videos/DVDs; and learner assessment.

Language of delivery: English

Certification:

- Upon completion, the learner will receive a Turnstone Certificate of Attendance.
- Upon verified Competence, the learner will receive a Certificate of Competence from Turnstone and Services SETA.

Accreditation and Registration:

Services SETA: 6465

