



ADVANCED TEAM BUILDING

This full day session, designed for team leaders and team facilitators, addresses how to effectively handle common team problems. This program provides a deeper understanding of team dynamics, tools for conducting effective meetings, and techniques for handling problem behaviors, particularly in the context of a Lean Enterprise implementation. The session incorporates application of specific skills to encourage immediate reinforcement of the topics.

Pre-requisite: *Overview of Lean and Team Building* must be taken prior to attending *Advanced Team Building*.

Course Content Includes:

- The ten types of problem team behaviors
- Identifying and eliminating the seven meeting robber behaviors
- The thirteen steps for conducting effective meetings
- The five skills of non-defensive communication
- The eight main causes of conflict
- The six steps of mediating conflict between two people
- The effective use of questions
- Observing non-verbal messages

Upon completion of the Advanced Team Building session, participants will be able to:

- Effectively use “I” statements
- Identify and help team members eliminate “killer phrases”
- Conduct effective meetings
- Communicate non-defensively
- Address team member problem behaviors
- Help team members resolve conflicts
- Ask effective questions to help the team make progress