Jump-Starting High-Performing Teams: The Fundamentals Course (Self-Paced)

Learn team-building foundations that enhance trust, goal alignment, and collaborative performance in new or forming groups.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/jump-starting-high-performing-teams-the-fundamentals-course-self-paced

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Course Outline

Module 1: Introduction to Teams

- Describe how current teams are performing
- Differentiate between groups and teams
- Identify behavioral characteristics of team members

Module 2: Team Development

- Understand the stages of team development: forming, storming, norming, performing
- Recognize the importance of collaborative relationships in team building
- Discuss individual differences and their role in successful teams

Module 3: Building an Effective Team

- Define team needs and understand the role of a team charter
- Identify appropriate roles in a team and the importance of task vs. maintenance roles
- Learn the key elements of team dynamics for building a high-performing group

Module 4: Effective Team Communication

- Understand the differences between defensive and supportive climates
- Develop ground rules for effective meetings
- Identify common communication barriers and develop strategies for overcoming them

Module 5: Resolving Conflict

- Describe the functional and dysfunctional characteristics of conflict in teams
- Identify conflict resolution styles and their impact on team dynamics
- Use the Thomas-Kilmann framework and influence strategies to manage conflict and maintain team unity

Module 6: Group Agreement and Problem Solving

- Learn techniques like Force Field Analysis and Nominal Group Technique for problem solving

- Understand the importance of consensus and decision-making in teams
- Develop action plans for resolving team conflicts and enhancing problem-solving

Module 7: Conclusion

- Reflect on the course and develop an action plan for applying the learning in the workplace
- Summarize key takeaways and evaluate the course