COURSE SYLLABUS

Jump-Starting High-Performing Teams: The Fundamentals Course

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

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/jump-starting-highperforming-teams-the-fundamentals



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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