



Leading Effective Teams

OBJECTIVE	Provide the skills needed to successfully lead a team of people through improvement processes such as Problem Solving and Process Improvement.
COURSE SUMMARY	<ul style="list-style-type: none">• Types of teams• Benefits of teams• Problems with teams• Characteristics of winning teams• Concept of synergism• Group dynamics• Administration• Political impact of teams• Basic facilitation skills
KEY TOPICS	<ol style="list-style-type: none">1. Desert Island - simulation2. Efficient administration tools3. Group development model4. Communication as a tool
TARGET GROUP	Managers, Supervisors and employees who may be leading or participating on teams.
CLASS SIZE	10-30
RECOMMENDED DURATION	1 day
PREREQUISITE	None
INSTRUCTIONAL FORMAT	Lecture, discussion, and group exercises to practice the skills taught. Desert Island simulation provides an environment for understanding the need and consequences of team selection, creativity, and team dynamics. Other simulations such as the XY game and the 5 G.B. Transportation Company may also be utilized.
COMPANION COURSES	Rapid Process Improvement, Process Management Design, Systematic Problem Solving, Benchmarking, and Partners in Service