



Creating High-Performing Teams

Learn tools and discuss practical options to create vibrant, effective teams. This course supports UN staff members in team-leading roles to create and sustain enabling conditions for groups to perform at their best and achieve impactful results.

#online #Up to 2 months #Virtual Campus #Management #Team development #People management

Introduction

This course exposes participants to communication strategies, feedback mechanisms and problem-solving methods to improve performance of team members, both as individuals and as a cohesive unit.

It draws upon, integrates, and expands on Bruce Tuckman's seminal work on the *Stages of Team Development*, alongside Patrick Lencioni's work on the *Five Dysfunctions of Teams*. In addition, participants benefit from 'brain profiling' using *Neethling Brain Instruments* to provide an indication of their individual thinking preferences and implications, so that they can adapt their thinking and reactions to be more adaptive to their environment.



Where ONLINE



When 07 Nov - 09 Dec 2016



Fee 1250 USD



Duration 5 weeks



Enrollment deadline 04 Nov 2016



Contact learninglab@unssc.org



Language English

Objectives

Upon successful completion of this course, participants will:

- Benefit from perspective on the stages of team development and assess the developmental stage of the teams in which they participate;
- Apply strategies for creating an environment of high trust, embracing healthy conflict, high accountability, high commitment, and focus on collective results;
- More effectively engage their teams in operating from a clear vision, mission, and set of achievable goals;
- Distinguish between task and process roles and identify respective roles within their team;
- Make more effective promises and requests;
- Give and receive more feedback effectively;
- Determine the source of conflicts that arise in their team and practice conflict management strategies;
- Distinguish problem-solving from decision-making and apply appropriate strategies to address the situations at hand;
- Demonstrate the characteristics of a self-managed team leader.

Course Contents

WEEK ONE

Module ONE: Essential Qualities of Dynamic, High Performing Teams (Stages of Team Development; Essential Qualities of High Functioning Teams)

Module TWO: What Makes a Team a Team (Team vs. Group; Team Purpose: Vision and Mission; Setting Goals Effectively)

WEEK TWO

Module THREE: Team Member Roles (Task Roles; Process Roles)

Module FOUR: Effective Communication (Fundamentals of Effective Communication; Four Communication Channels: Knowing Them and Keeping Them Distinct; Fact vs. Interpretation; Making Powerful Promises; Making Powerful Requests; Power of Feedback)

WEEK THREE

Module FIVE: Problem-Solving (What distinguishes problem-solving from other team activities?; Problem-Solving Steps)

Module SIX: Decision-Making (What distinguishes decision-making from other team activities?; Types of Decisions; Decision-Making Steps; Decision-Making Methods; Factors to Consider when choosing a decision-making method)

WEEK FOUR

Module SEVEN: Managing Conflict Well (Conflict Defined; Causes of Conflict; Constructive vs. Non-Constructive Conflict; Conflict Resolution Styles; When to Use Each Resolution Style)

WEEK FIVE

Neethling Brain Instruments (NBI)

Analysis and Discussion of NBI reports on thinking preferences

Course Methodology

Based on an Action/Experiential Learning model, this course leads participants through a series of simulated experiences of working effectively in intercultural teams, with guided instruction on overarching principles and skill sets. Once participants learn a principle or skill set, they are asked to put it into action, through end-of-the-week assignments. They will be expected to complete online activities throughout the week and participate in weekly webinars.

The webinars will be held on Mondays from 2-4 PM (Rome Time). Participants are strongly encouraged to participate in the live sessions to directly interact with the other participants and the instructor. However, a recorded version will also be available.

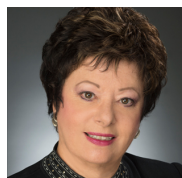
Target Audience

UN staff members in team-leading roles, at any level

Cost of participation

The course fee of 1,250 USD covers full participation in the online course, including the modules, webinars and *Neethling Brain Instruments* tools.

Faculty



Dr. Karen
Lawson