

professional development portfolio

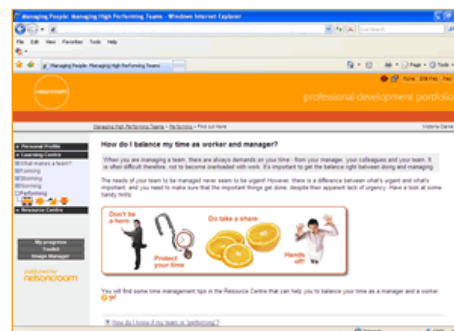
Managing High Performing Teams

Successful team management can provide a multitude of benefits to an organisation. A high performing team increases morale, improves productivity and efficiency and provides better overall organisational performance.

This course will equip managers to create, develop and nurture a streamlined team. Learners will understand the different stages of team development, how to adopt the most appropriate approach and how to handle issues such as team performance, politics, dynamics and power structures.

Managing High Performing Teams enables the learner to:

- Understand their role within the team, what their team needs and how to focus their management inputs to provide this
- Give the team direction by translating business goals into team goals and objectives
- Adapt their behaviour to achieve better results and enhanced team performance
- Balance their own work with the needs of the team, therefore increasing their own productivity
- Delegate effectively and provide help without taking over, enabling their team members to learn the skills that they need to do their job better



Learning outcomes

What makes a team?

- What is a team?
- What do we mean by “high performing”?
- What affects how a team functions?
- How do individuals’ attitudes affect the team?
- What are the four stages of team development?
- What is the manager’s role in a high performing team?

Forming

- How do I know if my team is at the “forming” stage?
- What does the team need from me at the forming stage?
- How can I provide leadership to my team?
- How can I give my team direction?
- What should my focus be at this stage?

Storming

- How do I know if my team is at the “storming” stage?
- What does the team need from me at the storming stage?
- How should I coach my team through conflict?
- How can I give effective feedback?
- What should my focus be at this stage?

Norming

- How do I know if my team is “norming”?
- What does the team need from me at the norming stage?

- How can I step back and support the team at the same time?
- How can I provide help without taking over?
- What should my focus be at this stage?

Performing

- How do I know if my team is “performing”?
- What does the team need from me once they are performing?
- How can we ensure we communicate well as a team?
- How do I balance my time as worker and manager?
- What should my focus be once my team is performing?

Target audience

This course will appeal to people at all levels. New managers, or those preparing to take the role on, will be equipped to create, manage and nurture a streamlined team. More experienced or senior managers will value the opportunity to refresh their skills and approach.

Additional services

See also: *Management PAC, Employment Law for Managers, Conducting Performance Appraisals, Managing from within the Team, Coaching Skills, Leadership Skills, Effective Communication, Managing Relationships, Recruitment and Selection.*