

"Team Building" Training Program (English Material)

Course Length: 12 Hours @ 3 days

Course Brief Description

This course will show how to inspire, motivate, and guide others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, and pride. Building team required effective method in the leadership development through coaching, mentoring, rewarding and guiding employees.

We can customize our team building program to focus on teamwork within the context of customer service, sales, interpersonal communication, leadership and other specific areas. In doing so, we always select team building activities that clearly illustrate those training principles.

Course Objectives

At the end of this course you will be able to:

- Know the nature and value of teamwork.
- Learn both manager and employee how to work together more effectively

Training method

The trainer will use the facilitation style “two ways communications“, between the participants & the facilitator, using the technique of what ? – Now what ? – So what ?

Also, the training includes building workshops (indoor activities), Round table activities are completely non-strenuous, and are conducted with all participants seated. Although round tables are preferable, these activities can be conducted in rooms with classroom-style or u-shape table arrangement or even in fixed-seating arrangements such as auditoriums. Although these activities aren't physical in nature,

they are fun, creative and highly interactive. Our round table activities include games, team construction projects, adventure simulations and role playing activities.

Moreover, the training includes on-feet activities, where your group will appreciate the opportunity to get on their feet and move around. Our "on-feet" activities aren't physically strenuous, but they do involve standing, walking, and interacting while moving or standing. These games and activities are action oriented, and often involve competition with other teams.

Course content

- If you want change, you have to take action
- Building Effective Inter-functional Relationships
- Effective Team-building Strategies
- Effectively Communicating in Teams
- Facilitating On-site and Virtual Teams
- Getting Past Clashes: Valuing Team Diversity
- Leading a Customer-focused Team
- Leading Successful On-site Teams
- Making Cross-generational Teams Work
- Manager's Performance Guide - Team Conflict Skills
- Team Feedback
- The Leader as a Model (brief)
 - Definition of leadership
 - Type of leadership
 - Respect and trust
 - Focus on quality
 - Delegating tasks
 - Leading discussion
 - Leading meeting
 - Giving support
- The Path to Peace and Harmony

< The order of the training program content might be changed during conducting program due to instructor vision and workshop needs >