



*Training Course:
Building Team Excellence*

*19 - 23 May 2025
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Building Team Excellence

Training Course code: PS235314 From: 19 - 23 May 2025 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € Euro

Introduction

Welcome to the "Building Team Excellence" training program! In today's rapidly evolving work landscape, the ability to collaborate effectively within teams is more critical than ever. High-performing teams are not only capable of achieving exceptional results but also foster an environment of trust, innovation, and continuous improvement. This comprehensive 5-day training program is designed to equip participants with the essential skills, strategies, and mindset needed to build and sustain team excellence.

Objectives

- **Clarify Team Goals and Roles:** Establish clear objectives and individual responsibilities to align team efforts towards common goals.
- **Enhance Communication Skills:** Improve interpersonal communication, active listening, and conflict resolution abilities to foster open dialogue and understanding within the team.
- **Build Trust and Psychological Safety:** Cultivate an environment of trust, respect, and psychological safety where team members feel empowered to take risks, share ideas, and collaborate effectively.
- **Develop Problem-Solving and Decision-Making Capabilities:** Equip participants with tools and techniques for analyzing complex problems, making informed decisions, and driving innovative solutions as a team.
- **Sustain High Performance:** Provide strategies and resources for sustaining team excellence over time through continuous learning, feedback, and adaptation.

Target Audience

This training program is ideal for professionals at all levels who work within team environments, including but not limited to:

- Team leaders and managers seeking to enhance team performance and collaboration.
- Team members looking to improve their communication, problem-solving, and leadership skills.
- Cross-functional teams aiming to strengthen their ability to work together cohesively and achieve collective goals.
- Organizations committed to fostering a culture of excellence, innovation, and continuous improvement within their teams.

Training Program Outline

Day 1

Establishing Team Goals and Roles

- Introduction and Icebreaker Activities: Foster rapport and camaraderie among team members.
- Understanding Team Objectives: Present the overall goals of the team and discuss how individual contributions align with these objectives.
- Role Definition and Expectations: Define each team member's role and responsibilities, ensuring clarity and understanding.

Day 2

Effective Communication Skills

- Communication Styles Assessment: Conduct assessments or workshops to identify individual communication styles.
- Active Listening Training: Teach techniques for active listening, paraphrasing, and summarizing to improve comprehension and empathy.
- Conflict Resolution Workshop: Provide strategies for resolving conflicts constructively and maintaining positive relationships.
- Team Communication Tools: Introduce communication tools and platforms that facilitate seamless information exchange and collaboration.

Day 3

Building Trust and Psychological Safety

- Trust-Building Activities: Facilitate team-building exercises and discussions that promote trust and vulnerability.
- Understanding Psychological Safety: Educate team members on the concept of psychological safety and its importance in fostering innovation and collaboration.
- Feedback Culture: Establish norms for giving and receiving constructive feedback, emphasizing empathy and growth.
- Case Studies and Discussions: Analyze real-world examples of trust-building and psychological safety within successful teams.
- Team Bonding Event: Organize a team outing or social activity to strengthen interpersonal relationships outside of the work environment.

Day 4

Problem-Solving and Decision Making

- **Problem-Solving Techniques:** Introduce various problem-solving methodologies such as brainstorming, root cause analysis, and SWOT analysis.
- **Decision-Making Processes:** Discuss strategies for making informed decisions as a team, considering different perspectives and potential outcomes.
- **Simulation Exercises:** Present simulated scenarios or case studies for the team to solve collectively, applying problem-solving frameworks.
- **Continuous Improvement Mindset:** Foster a culture of continuous learning and improvement by encouraging experimentation and adaptation.

Day 5

Sustaining Team Excellence

- **Goal Review and Adjustment:** Reflect on progress towards team goals and make any necessary adjustments or refinements.
- **Skills Development Plan:** Identify areas for skill development or further training based on individual and team needs.
- **Team Charter Creation:** Collaboratively draft a team charter outlining shared values, goals, norms, and accountability measures.
- **Celebrating Achievements:** Recognize and celebrate individual and team accomplishments, reinforcing a culture of appreciation and recognition.
- **Commitment to Continuous Improvement:** Reinforce the importance of ongoing learning, feedback, and adaptation to maintain team excellence.

Registration form on the Training Course: Building Team Excellence

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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