



*Training Course:  
Building Team Excellence*

*29 March - 2 April 2027  
Milan (Italy)*

## Training Course: Building Team Excellence

Training Course code: PS235314 From: 29 March - 2 April 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € 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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
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to: Global Horizon  
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