

# Facilitating and Leading Teams On-Demand Workshop

## COURSE OUTLINE



### Lesson 1

#### Workshop Overview

- How Effective are Your Work Teams?
- Why I Created This Workshop
- Workshop Design Features
- Facilitation Basics and Practice Exercise

### Lesson 2

#### Communicating Effectively with Others

- Two Key Communication Concepts
- Listening Facts and Challenges
- The Potential of Dialogue

### Lesson 3

#### Exploring the Group Process

- Key Team Development Concepts
- Dealing with Group Dynamics Challenges
- Options for Team Building

### Lesson 4

#### The Basics of Team Facilitation

- What is Team Facilitation?
- Four Key Team Facilitation Skills

### Lesson 5

#### Raising Team Engagement Levels

- The Power of Great Group Questions
- Engaging Through Questions and Answers
- Leading Effective Work Team Meetings

### Lesson 6

#### Team Effectiveness Basics

- Eight Myths of Team Effectiveness
- More on Team Effectiveness
- Six Team Effectiveness Factors
- Members, Mission, and Shared Vision
- Meetings, Maps, and Momentum

### Lesson 7

#### Making Effective Decisions in Groups

- How Do Your Teams Make Decisions?
- Group Decision Making Tools

### Lesson 8

#### Meeting Effectiveness Basics

- The Need for Improved Meeting Effectiveness
- Examples of Meeting Waste
- Improving Meeting Effectiveness

### Lesson 9

#### Using Teams to Drive Improvement

- How Many Teams Do You Have and Need?
- Exploring Work Team Types and Characteristics
- Building an Effective Team Infrastructure

### Lesson 10

#### The Value of Effective Team Support

- Four Key Types of Team Investment
- Gauging Project Team Resource Investments
- Gauging Work Team Resource Investments
- Gauging Project Team Information Investments
- Gauging Work Team Information Investments
- Gauging Recognition Investments
- Infrastructure Design Process

### Lesson 11

#### Planning for Improvement

- Identifying Investment Options
- Projecting Team Support Costs
- Possible Resource Investments
- Keys to Team Success and Action Planning