

Module 1: Fundamentals of High Performance Teams

- The definition of a High Performance team and how it differs from a traditional work group
- The three elements of High Performance teams
- Four types of teams
- The stages of team development
- To create an image and name your team

Module 2: The Team Charter

- Identify your team's key customers and stakeholders
- Determine the performance results expected of your team
- Decide your team's purpose
- Identify the ideal characteristics of your team
- Develop a set of team operating norms

Module 3: Effective Meetings

- The characteristics of effective meetings
- How efficient and effective your meetings are
- Guidelines to improve the effectiveness of your meetings
- How to establish and run a meeting from an agenda
- A format for meetings minutes
- The three leadership roles required for successful meetings
- Discussion skills to improve the quality of team meetings

Module 4: Customer Focus

- Examine your attitude toward your customer
- Assess how customer-oriented your team and organization are
- Discuss and analyze feedback from key customers
- Identify key customer requirements
- Develop improvement plans to respond to customer feedback
- Develop a system for measuring and tracking key customer requirements

Module 5: Managing The Process

- Learn basic process mapping definitions and skills
- Map the team's core process
- Identify and analyze process variances
- Identify and analyze key variances
- Develop action plans to improve the team's core process
- Develop action plans to control key variances

Module 6: Team Member Roles And Responsibilities

- Learn how to be a self-sufficient and self-directing team
- Clarify shared team responsibilities
- Define and prioritize coordinating responsibilities
- Assign designated roles
- Understand the aspects of empowerment
- Use the empowerment matrix as a developmental tool
- Develop a maturation matrix
- Understand how the role of leader changes in a High Performance organization

Module 7: Setting Goals And Keeping Score

- Understand the importance of setting goals and tracking your performance
- Learn the building blocks of scorekeeping
- Identify your team's key result areas
- Establish metrics in each of your key result areas
- Assess your current performance
- Set goals in each of your key result areas
- Evaluate your feedback system