

## Breaking Barriers – Building Teams

To be successful in this ultracompetitive business environment it is critical to organize your teams in a way that will help them meet and exceed client and customer expectations. This course offers practical insights, processes and tools to help teams work together to maximize efficiency and create a more seamless client/customer experience.

### Who Should Attend

Breaking Barriers Building Teams is designed for leaders, managers and individual contributors looking for better ways to leverage professional knowledge, influence people and more effectively manage processes in cross-functional teams.

### What You Will Learn

- Gain a clear understanding of how a group becomes a unified, high-performing team
- Increase buy-in from team members and stakeholders by leveraging the connection between trust, conflict, and accountability
- Understand how to drive accountability between team members and stakeholders
- Learn to influence project participants who do not directly report to you including: clients, team members, stakeholders, vendors, and more
- Practice using a communication framework for dealing with discussions and disagreements



## Course Outline

### 1. Foundation

- Emotional Intelligence: impact of interpersonal skills on project success
- Relationship of Tuckman's stages of group development and project management phases

### 2. Building a Foundation of Trust

- Relation of trust, conflict & team effectiveness
- How trust is perceived in e-mails, meetings, delegation and recognition

### 3. Lumina Behavioral Assessment

- Lumina Assessment
- Understanding your style
- Adapting your style to others
- Communicating with Lumina

### 4. Managing Discussions & Disagreements

- Fight or flight response to conflict
- Guidelines for communication
- Clarify don't assume
- Stop the blame game
- Separate the immediate situation from the larger issue
- Questioning: through inquiring not inquisition
- Listening: understanding is not agreement
- Speaking: phrases that help and that hurt
- Brainstorming: seek options for mutual gain

### 5. Role Plays - Challenging Discussions

- Discussion Prep Sheet: how preparation can lead to new insights
- Preparing for a difficult discussion
- Listening: understanding is not agreement
- Speaking: phrases that help and that hurt
- Clarify and document for commitment and accountability