

**BUILDING HIGH-
PERFORMING TEAMS
THROUGH COLLABORATION**



GENTEX[®]
TRAINING CENTER



Introduction

High-performing teams rarely emerge from talent alone; they are built through deliberate collaboration, clear roles, and trust that holds under pressure. The Building High-Performing Teams Through Collaboration Training Course develops that capability from the ground up. Participants learn to set shared direction, define how the team works together, and build the habits that keep cooperation strong. Furthermore, the course covers team diagnostics, role clarity, communication norms, and constructive conflict. In addition, it addresses mutual accountability, remote collaboration, and performance measurement. As a result, participants return able to build a team that delivers without depending on any single individual.

Building High-Performing Teams Through Collaboration Course Objectives

- Diagnose team effectiveness and identify barriers to performance.
- Set shared direction using vision, objectives, and the Balanced Scorecard.
- Apply the Tuckman model to the team's current development stage.
- Clarify roles, responsibilities, and interfaces using the RACI matrix.
- Build trust, psychological safety, and shared working standards.
- Establish communication norms for meetings, email, and Microsoft Teams.
- Resolve conflict constructively and manage difficult behaviour early.
- Build mutual accountability through charters and action registers.
- Lead remote and hybrid collaboration with consistent routines.
- Measure team performance with engagement, delivery, and quality KPIs.

Course Methodology

- Instructor-led sessions combining team theory with practical application.

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- Team diagnostic exercises on the participants' own working groups.
- Case studies of high and low performing teams across several sectors.
- Role-play exercises on conflict, feedback, and collaboration conversations.
- Group workshops building team charters, RACI maps, and KPI sets.
- Continuous knowledge checks and a final assessed team development project.

Who Should Take This Course

- Team leaders and department managers.
- Project managers leading cross-functional teams.
- HR and organisational development professionals.
- Change and transformation programme leads.
- Newly appointed managers building a team.
- Senior professionals responsible for team performance.

Building High-Performing Teams Through Collaboration Course Outlines

Day 1: Team Foundations and Diagnostics

- Characteristics of high-performing teams.
- Team development stages according to Tuckman.
- Running a structured team effectiveness diagnostic.
- Identifying strengths, friction points, and unspoken issues.
- Shared vision, objectives, and SMART goal setting.
- Aligning team direction with organisational strategy.
- Workshop: completing a team diagnostic with your own team.





Day 2: Roles, Trust, and Working Standards

- Clarifying roles, responsibilities, and decision rights.
- Applying the RACI matrix to team processes.
- Building trust and psychological safety.
- Vulnerability, reliability, and follow-through.
- Team charters, ground rules, and ways of working.
- Managing diversity and leveraging complementary strengths.
- Workshop: building a team charter and RACI map.

Day 3: Collaboration Communication and Meetings

- Communication norms for meetings, email, and Microsoft Teams.
- Active listening, questioning, and summarising.
- Designing meetings that reach decisions.
- Co-creation workshops and joint problem solving.
- Cross-functional communication and shared planning.
- Handling difficult conversations with composure.
- Workshop: redesigning a team meeting for effectiveness.

Day 4: Conflict, Accountability, and Remote Teams

- Sources of team conflict and constructive conflict norms.
- Mediating disagreements and early intervention.
- Mutual accountability and action registers.
- Handling free-riding and unequal contribution fairly.
- Leading remote and hybrid teams with clear routines.

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- Building inclusion across locations and time zones.
- Workshop: resolving a live team disagreement.

Day 5: Performance, Improvement, and Sustainment

- Team KPIs: engagement, delivery, quality, and retention.
- Performance dashboards and progress reviews.
- Continuous improvement and lessons learned routines.
- Measuring team capability with skills matrices.
- Building resilience and managing workload pressure together.
- Building a personal team-building development plan.
- Workshop: presenting a team performance and development plan.

Conclusion

By successfully completing the Building High-Performing Teams Through Collaboration Training Course, participants will have acquired the knowledge to diagnose team effectiveness, set shared direction, clarify roles, build trust, and establish communication and accountability habits that hold. They will also gain the ability to resolve conflict constructively, lead remote collaboration, and measure team performance through clear indicators. Furthermore, the course prepares leaders to build teams that perform consistently rather than in bursts. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready team development.

FAQs





Q1 What is the "Building High-Performing Teams Through Collaboration" course about?

It is a practical programme on building teams that perform through cooperation. It covers team diagnostics and development stages, shared direction setting, role clarity with RACI, trust and psychological safety, communication norms, conflict resolution, mutual accountability, remote collaboration, and team performance measurement.

Q2 What are the key benefits of the "Building High-Performing Teams Through Collaboration" course?

Participants gain a working method that lifts the whole team's performance rather than individual output alone. The course reduces duplicated effort and unclear roles, strengthens trust and open communication, lowers avoidable conflict and turnover, and helps remote and hybrid teams work with the same consistency as co-located ones.

Q3 What skills will I gain from the "Building High-Performing Teams Through Collaboration" course?

Team diagnosis and development stage assessment; shared direction setting and role clarity with RACI; trust building, communication norms and meeting design; and conflict resolution, mutual accountability and team performance measurement.



Q4 What tools, methods, or standards are covered in the "Building High-Performing Teams Through Collaboration" course?

The course covers the Tuckman team development stages, team effectiveness diagnostics, SMART objectives and strategy maps, the RACI matrix, team charters and ground rules, active listening and questioning techniques, co-creation workshop formats, conflict resolution approaches, action registers, Microsoft Teams collaboration routines, skills matrices, and team KPIs for engagement, delivery, quality, and retention.

Q5 How is the "Building High-Performing Teams Through Collaboration" course applied in real-world practice?

Graduates apply it by running a team diagnostic, setting shared objectives, and agreeing a charter with defined roles and communication norms. They also redesign meetings to reach decisions, intervene early when disagreements arise, maintain an action register, run consistent routines for remote members, and review team KPIs together each month.