

BUILDING TEAM EXCELLENCE



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TRAINING CENTER



Introduction

Excellence in a team comes from design, not accident: clear direction, defined roles, working habits that hold, and trust that survives pressure. The Building Team Excellence Training Course develops those elements in one connected programme. Participants learn to set shared direction, structure how the team works, and raise the standard of collaboration across every task. Furthermore, the course covers team diagnostics, role clarity with RACI, communication norms, and constructive conflict. In addition, it addresses motivation, coaching, mutual accountability, and team performance measurement. As a result, participants return able to build and sustain a team that performs at a consistently high level.

Building Team Excellence 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.
- Coach team members using the GROW model and structured feedback.
- Resolve conflict constructively and manage difficult behaviour early.
- Build mutual accountability through charters and action registers.
- Measure team performance with engagement, delivery, and quality KPIs.

Course Methodology

- Instructor-led sessions combining team theory with applied practice.
- Team diagnostic exercises on participants' own working groups.

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- Case studies of high and low performing teams across several sectors.
- Role-play exercises on coaching, feedback, and conflict conversations.
- Group workshops building team charters, RACI maps, and KPI sets.
- Continuous knowledge checks and a final assessed team excellence 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 new team.
- Senior professionals responsible for team performance.

Building Team Excellence Course Outlines

Day 1: Team Foundations and Direction

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

Day 2: Roles, Trust, and Working Standards



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- Clarifying roles, responsibilities, and decision rights.
- Applying the RACI matrix to team processes.
- Building trust and psychological safety.
- Reliability, openness, 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: Communication and Meetings That Work

- Communication norms for meetings, email, and Microsoft Teams.
- Active listening, questioning, and summarising.
- Designing meetings that reach decisions.
- Feedback and difficult conversations using the SBI model.
- Cross-functional communication and shared planning.
- Handling disagreements before they harden.
- Workshop: redesigning a team meeting for effectiveness.

Day 4: Coaching, Accountability, and Conflict

- Coaching on the job with the GROW model.
- Mutual accountability and action registers.
- Sources of team conflict and constructive norms.
- Mediating disagreements and early intervention.
- Handling free-riding and unequal contribution fairly.
- Recognition practices that reinforce good performance.
- Workshop: coaching practice with structured feedback.





Day 5: Performance, Improvement, and Sustainment

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

Conclusion

By successfully completing the Building Team Excellence Training Course, participants will have acquired the knowledge to set shared direction, clarify roles, build trust, establish working standards, coach their teams, and resolve conflict constructively. They will also gain the ability to build mutual accountability and measure team performance through clear indicators. Furthermore, the course prepares leaders to make excellence a sustained habit rather than a short-term push. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready team development.

FAQs

Q1 What is the "Building Team Excellence" course about?



It is a practical programme on building teams that perform consistently well. It covers team diagnostics and development stages, shared direction setting, role clarity with RACI, trust and working standards, communication and meeting design, coaching and feedback, conflict resolution, mutual accountability, and team performance measurement.

Q2 What are the key benefits of the "Building Team Excellence" course?

Participants gain a working method that raises the whole team's performance rather than individual effort alone. The course reduces duplicated work and unclear roles, strengthens coaching and feedback, lowers avoidable conflict and turnover, and gives managers reliable measures for team delivery, quality, and engagement.

Q3 What skills will I gain from the "Building Team Excellence" course?

Team diagnosis and direction setting; role clarity, trust building and working standards; coaching, feedback and conflict resolution; and mutual accountability and team performance measurement.

Q4 What tools, methods, or standards are covered in the "Building Team Excellence" 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, the GROW coaching model, the SBI feedback model, action registers, conflict resolution approaches, skills matrices, Microsoft Teams collaboration routines, and team KPIs for engagement, delivery, quality, and retention.



Q5 How is the "Building Team Excellence" 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 working standards. They also redesign meetings to reach decisions, coach members regularly, keep an action register current, address disagreements early, and review team KPIs together each month.