

HIGH-PERFORMANCE TEAM BUILDING AND ORGANIZATIONAL EXCELLENCE



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Introduction

High-Performance Team Building and Organizational Excellence develops the capability to build teams that perform at a high level and to embed that performance in the wider organisation. Strong teams are not created by social events or slogans; they come from clear purpose, defined roles, mutual trust, healthy conflict, and shared accountability. This High-Performance Team Building and Organizational Excellence Training Course builds those conditions deliberately. Participants examine team development, trust, psychological safety, goal alignment, roles and accountability, and organisational excellence. Furthermore, the course covers Tuckman's stages of group development, Lencioni's five dysfunctions of a team, the EFQM model, the Balanced Scorecard, and Gallup's Q12 engagement framework. It also addresses measuring team and organisational performance credibly. As a result, participants leave able to build high-performing teams and raise excellence across the organisation.

High-Performance Team Building and Organizational Excellence Course Objectives

- Define high performance in measurable terms for teams and the organisation.
- Apply Tuckman's stages of group development to team building.
- Address Lencioni's five dysfunctions of a team directly.
- Build trust and psychological safety using the trust equation and Edmondson's framework.
- Clarify roles, decision rights, and accountability within teams.
- Set aligned goals with the Balanced Scorecard, OKRs, and SMART objectives.
- Build team charters and operating agreements.
- Measure engagement using practical indicators and the Gallup Q12 principles.
- Apply the EFQM model to organisational excellence assessment.
- Sustain performance through continuous improvement and review cycles.



Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops on live team and organisational challenges.
- Team diagnostics and structured team development exercises.
- Role-play of trust, conflict, feedback, and accountability conversations.
- Case studies of high-performing and dysfunctional teams.
- Group work on team charters, scorecards, and excellence plans.
- Action planning that converts each framework into a team or organisational practice.

Who Should Take This Course

- Team leaders, supervisors, and managers.
- Department heads and business unit leaders.
- HR and organizational development professionals.
- Project and program managers.
- Quality and excellence professionals.
- Consultants supporting team and organisational development.

High-Performance Team Building and Organizational Excellence Course Outlines

Day 1: Foundations of High Performance

- Defining high performance and distinguishing it from high activity.
- Understanding team performance drivers: purpose, capability, and climate.
- Reviewing Tuckman's stages of group development.

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- Applying Lencioni's five dysfunctions of a team.
- Diagnosing your team's current stage and health.
- Identifying the biggest constraints on your team's results.
- Assessing your team's performance baseline.

Day 2: Trust, Safety, and Constructive Conflict

- Building trust using the trust equation.
- Applying Edmondson's psychological safety framework.
- Encouraging honest dialogue and constructive dissent.
- Handling disagreement without damaging relationships.
- Using ThomasKilmann conflict modes to manage team conflict.
- Repairing trust after a breakdown.
- Designing a team charter with behavioural norms.

Day 3: Roles, Goals, and Accountability

- Clarifying roles, responsibilities, and decision rights.
- Applying the RACI matrix to team work.
- Setting aligned goals with the Balanced Scorecard, OKRs, and SMART criteria.
- Cascading objectives across teams and functions.
- Building accountability without micromanagement.
- Delegating using the five levels of delegation.
- Building a team scorecard and accountability framework.





Day 4: Organisational Excellence and Performance Systems

- Applying the EFQM model for organisational excellence.
- Applying ISO 9001 quality management principles.
- Building a culture of continuous improvement with PDCA.
- Measuring engagement with practical indicators and Q12 principles.
- Developing capability and skills frameworks for teams.
- Recognising and rewarding team and individual contribution.
- Designing an organisational excellence improvement plan.

Day 5: Sustaining Performance and Leading Change

- Running effective team reviews and retrospectives.
- Leading change with Kotter's eight steps and the ADKAR model.
- Managing distributed and hybrid teams effectively.
- Handling underperformance and team disruption fairly.
- Protecting wellbeing and sustainable effort.
- Reviewing performance with honest, reliable data.
- Finalizing a personal team building and excellence action plan.



Conclusion

By successfully completing High-Performance Team Building and Organizational Excellence, participants will have acquired practical knowledge of team development, trust and psychological safety, roles and accountability, goal alignment, engagement, and organisational excellence. They will have gained skills in team building and development, trust and conflict management, goal alignment and accountability, and organisational excellence with performance measurement, plus a personal action plan. Gentex Training Center designed this program to help organisations build teams that perform and sustain excellence.

FAQs

Q1 What is the "High-Performance Team Building and Organizational Excellence" course about?

It develops the ability to build high-performing teams and embed excellence across an organisation. Participants study team development, trust and psychological safety, roles and accountability, goal alignment, engagement, and organisational excellence frameworks.

Q2 What are the key benefits of the "High-Performance Team Building and Organizational Excellence" course?

Participants gain stronger team cohesion, clearer accountability, and higher engagement. Organisations also see better collaboration across functions, more consistent delivery, improved retention, and an excellence culture that survives team changes.



Q3 What skills will I gain from the "High-Performance Team Building and Organizational Excellence" course?

You will develop four core skills: team building and development, trust and conflict management, goal alignment and accountability, and organisational excellence with performance measurement.

Q4 What tools, methods, or standards are covered in the "High-Performance Team Building and Organizational Excellence" course?

The course covers Tuckman's stages of group development, Lencioni's five dysfunctions of a team, the trust equation, Edmondson's psychological safety framework, ThomasKilmann conflict modes, team charters, the RACI matrix, the Balanced Scorecard, OKRs, SMART goals, the five levels of delegation, the EFQM model, ISO 9001 principles, PDCA, Gallup Q12 engagement principles, Kotter's eight steps, and the ADKAR model.

Q5 How is the "High-Performance Team Building and Organizational Excellence" course applied in real-world practice?

Participants apply the methods to live organisational tasks, such as diagnosing team health, building a team charter, setting a team scorecard, running a retrospective, and designing an excellence improvement plan. Each module ends with an action commitment, so learning transfers directly into team and organisational practice.