

TEAMWORK & TEAM BUILDING



GENTEX[®]
TRAINING CENTER



Introduction

Teamwork & Team Building Training Course prepares teams and their leaders to work together with purpose rather than mere proximity. Participants learn how teams form, how trust grows or stalls, and how to turn friction into better decisions. The program combines team development models with practical work on charters, communication, and shared accountability. As a result, learners gain the ability to lift collective performance rather than depend on a few strong individuals. Furthermore, the course strengthens psychological safety, cross-functional working, and the leadership habits that keep collaboration alive.

Teamwork & Team Building Course Objectives

- Apply Tuckman's stages of group development: forming, storming, norming, performing, adjourning.
- Build team identity and shared purpose through clear vision and values.
- Create team charters and working agreements that teams actually follow.
- Apply Belbin team roles to balance contribution and cover gaps.
- Build trust using the Trust Equation and consistent follow-through.
- Apply the SBI (Situation-Behaviour-Impact) model for team feedback.
- Manage team conflict using the Thomas-Kilmann conflict modes.
- Run effective team meetings and clear decision routines.
- Foster cross-functional collaboration and break silo behaviour.
- Measure team performance with engagement indicators and review routines.

Course Methodology

- Interactive sessions built on real team performance cases.
- Workshops on team charters, role balance, and goal setting.
- Group exercises on trust building, feedback, and conflict practice.

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- Hands-on practice with team diagnostics and engagement measurement.
- Simulation of team friction, remote collaboration, and workload strain.
- Facilitator coaching and peer review on team development plans.

Who Should Take This Course

- Team leaders, supervisors, and project managers.
- Department managers building new or merged teams.
- HR and organizational development professionals.
- Cross-functional teams working on shared goals.
- Team members wanting to improve daily collaboration.
- Professionals working in hybrid or remote teams.

Teamwork & Team Building Course Outlines

Day 1: From Group to Team

- Group versus team: what actually changes.
- Tuckman's stages: forming, storming, norming, performing, adjourning.
- Team purpose, identity, and shared values.
- Team charters and ground rules that hold.
- Belbin team roles and balancing contribution.
- Setting team goals with SMART criteria and OKRs.
- Case study: a group of talented individuals that never became a team.

Day 2: Trust and Communication Foundations

- The Trust Equation: credibility, reliability, intimacy, self-orientation.



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- Building trust through consistency and follow-through.
- Psychological safety and the right to speak up.
- Communication styles and adaptive listening practice.
- Feedback with the SBI (Situation-Behaviour-Impact) model.
- Managing hybrid and remote team dynamics.
- Workshop: building team agreements and trust practices.

Day 3: Collaboration, Conflict, and Decisions

- Collaboration versus coordination versus competition.
- Breaking silos and building cross-functional working.
- Thomas-Kilmann conflict modes: competing, collaborating, compromising, avoiding, accommodating.
- Turning disagreement into better decisions.
- Facilitating team decisions and managing dominant voices.
- RACI and decision rights inside teams.
- Simulation: resolving a cross-functional team conflict.

Day 4: Meetings, Roles, and Shared Accountability

- Meeting hygiene: purpose, agenda, and decision clarity.
- Reducing meeting load while improving decision quality.
- Ownership, handoffs, and internal service expectations.
- Shared accountability and collective responsibility.
- Managing dependencies and scheduling discipline.
- Recognition and appreciation practice inside the team.
- Exercise: redesigning the team's meeting and accountability routine.





Day 5: Sustaining Teamwork and Team Performance

- Team performance metrics and engagement indicators.
- Review routines: retrospectives and continuous improvement.
- Building mutual support and mentoring inside the team.
- Embedding habits so they survive busy periods.
- Leadership practices that keep collaboration alive.
- Team development planning and capability building.
- Capstone: presenting a teamwork and team building plan.

Conclusion

By successfully completing Teamwork & Team Building, participants will gain a practical command of team formation, trust, communication, and shared accountability. They will acquire skills in team charters, conflict handling, meeting discipline, and collaboration measurement that raise collective performance. Gentex Training Center designs the program to help teams work as one force and keep improving together.

FAQs

Q1 What is the "Teamwork & Team Building" course about?

It prepares teams to work together with purpose rather than mere proximity. The course spans team formation stages, identity and charters, trust and feedback, conflict handling, meeting and decision discipline, and collaboration measurement.



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

You gain the ability to lift collective performance rather than rely on a few strong individuals. The course raises trust and psychological safety, improves communication and feedback, reduces friction and duplicated effort, and helps the team keep improving after the program ends.

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

You will develop four core skills: team formation and role balancing, trust building with psychological safety, communication with conflict and decision management, and collaboration measurement with meeting and accountability discipline.

Q4 What tools, methods, or standards are covered in the "Teamwork & Team Building" course?

The course covers Tuckman's stages of group development, Belbin team roles, team charters and working agreements, the Trust Equation, the SBI (Situation-Behaviour-Impact) feedback model, adaptive listening, the Thomas-Kilmann conflict modes, RACI and decision rights, SMART criteria and OKRs, meeting hygiene practice, retrospectives, and engagement indicators.



Q5 How is the "Teamwork & Team Building" course applied in real-world practice?

Participants apply it to real work such as writing a team charter for a new group, running a trust-building session, resolving a cross-functional conflict, and redesigning the team's meeting routine. The same methods support hybrid team practices and team retrospectives.