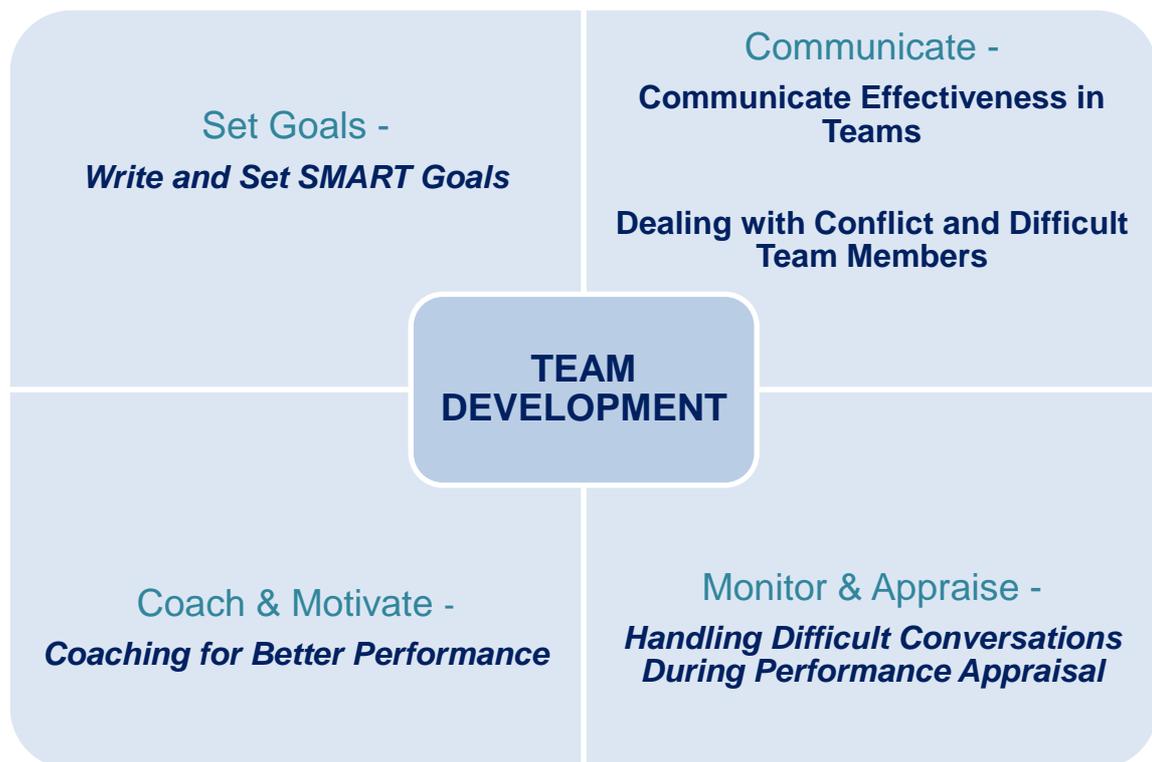


## TEAM DEVELOPMENT

### Background

Successful leaders are willing to adapt and improve team performance by sharpening their own leadership team development skills. We put together a series of programmes to shape you to become an engaging manager that creates confident, inspired and enthusiastic teams. You can learn how to effectively engage your team by focusing on your team leadership development. Leadership development is needed to successfully take charge of your team in today's business world.



## **Programme Title - Write and Set SMART Goals**

Every organisation set goals for their employees to align with company objectives. Setting SMART goals enables you to create transparency throughout the company, provide structure and guidance and set the milestones to drive and achieve what you want to accomplish. Also writing SMART goals will fine tune your strategy and ensuring the goals are actually realistic and attainable

At the end of the one-day programme, key takeaways for the participants –

- How to use SMART?
- What are SMART goals?
- Develop and how to use and achieve SMART goals
- Write SMART goals
- SMART goals template and checklist to help you get started
- Coaching your team
- Track and review the performance of your team
- Common mistakes and how to avoid them

### **Intended Audience**

Suitable for managers and leaders involved in leading a team including HR managers who want to be familiar in setting and writing SMART goals.

### **Learning Methodology**

The training will be activity-based and interactive with experiential and accelerated learning which includes lectures, group discussion and exercises. Participants will be engaged for optimal and intensive learning.

## **Programme Title - Communicate Effectiveness in Teams**

Communication is fundamental to every organization, teams and individuals. Different people communicate and process information differently. Therefore, the knowledge of how to effectively communicate with one another is critical to the success of all employees and organisations. This programme focuses on creating the awareness of how different personality types communicate. Through practices on how to communicate and negotiate better, it prepares you to be better able to manage interpersonal relationships with your team and its diverse workforce.

At the end of the two-day programme, key takeaways for the participants –

- Fundamentals of communication
- Identify different types of communication and behavioural styles
- Identify the process of communication, communication challenges affecting communication success
- Apply Mehrabian's 3V communication model
- Communicate effectively with different personality types through DISC profiling system
- Avoid miscommunication caused by "style clashes"
- Use appropriate styles to harness greater team communication

### **Intended Audience**

Suitable for managers and leaders involved in leading a team who want to be more effective in communicating with team and others to achieve organizational goals.

### **Learning Methodology**

The training will be activity-based and interactive with experiential and accelerated learning which includes lectures, group discussion, games and exercises. Participants will be engaged for optimal and intensive learning.

## **Programme Title - Dealing With Conflict And Difficult Team Members**

Conflicts can tear teams apart and leaders need to work to help resolve differences quickly and promote cooperation. Often team leaders assume that mature people will resolve conflict on their own. If that were true, however, there would be no divorce, separations or wars. In high-performance teams differences are addressed quickly and directly. This requires a level of maturity in team members. When people believe that they are trusted and others have their back, disputes can be resolved. Team leaders that focus on competition versus cooperation never achieve outstanding results.

At the end of the two-day programme, key takeaways for the participants –

- Understand causes of conflicts at work
- Identify the approaches to conflict resolution
- Apply conflict resolution strategies
- Defining difficult personalities and behaviour patterns
- Understand behaviour patterns
- Deal with difficult people and team to create win-win solution
- Motivate difficult people and team
- Handle difficult situations

### **Intended Audience**

Suitable for managers and leaders who want to equip with skills and knowledge to turn around potentially negative people, differences and performances in the workplace.

### **Learning Methodology**

The training will be activity-based and interactive with experiential and accelerated learning which includes lectures, group discussion, role play and exercises. Participants will be engaged for optimal and intensive learning.

## **Programme Title - Handling Difficult Conversations During Performance Appraisal**

Preparation and planning for a difficult conversation during staff appraisal is essential. Being prepared, focusing on facts and the desired outcome should make a potentially difficult conversation much easier. It is always easy to handle conversations on positive results, make your staff feel good about what they have achieved and spur them on to even greater performance. However, the reality is that there are performance that are not up to mark. By ignoring under-perform staff can have a snowball effect on the team. This programme aims to equip you with the techniques in handling challenging conversations during appraisal and at the workplace.

At the end of the one-day programme, key takeaways for the participants –

- Understand different types of conversations
- Prepare well for the performance appraisal session
- Make the performance appraisal meaningful
- Build your self awareness
- Handle your emotions
- Manage difficult and awkward conversations
- Manage negative staff
- Give and receive feedback
- Identify next steps

### **Intended Audience**

Suitable for managers, leaders, supervisors and executives who want to develop their appraisal skills to get the best out of every performance appraisal.

### **Learning Methodology**

The training will be activity-based and interactive with experiential and accelerated learning which includes lectures, group discussion, role play and practical exercises. Participants will be engaged for optimal and intensive learning.

## **Programme Title - Coaching For Better Performance**

Good leaders make good coaches. Hence, coaching is as much a part of leadership as leadership is to coaching. We help team leaders build the necessary coaching skills to gain individual commitments through collaborative problem solving, implement a discipline of personal accountability, and remove barriers impeding progress of individuals and to the business.

At the end of the two-day programme, key takeaways for the participants –

- Understand fundamentals of coaching
- Recognise the difference between coaching and mentoring
- A coaching framework to understand and develop your own coaching style
- Keys to effective coaching
- Apply different coaching approaches for different employees
- Develop and establish a coaching strategy
- Motivate employees by identifying their individual personality types
- Common coaching mistakes and how to avoid them
- Identify ways to celebrate success

### **Intended Audience**

Suitable for all new and current managers, team leaders and supervisors who require to acquire and develop coaching skills that can be applied in managing a high performance team.

### **Learning Methodology**

The training will be activity-based and interactive with experiential and accelerated learning which includes lectures, group discussion, role play, case studies and exercises. Participants will be engaged for optimal and intensive learning.

***Contact us for appointment***

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