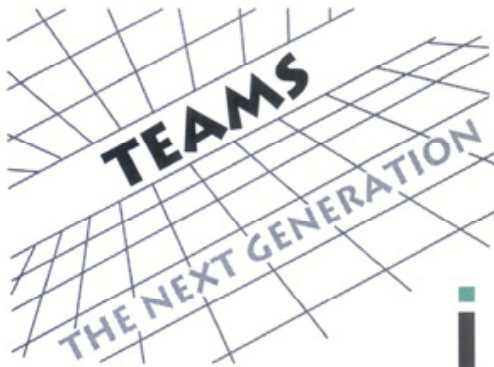


# Facilitation and Implementation



- BUILDING A TEAM
- NEGOTIATION
- CONFLICT RESOLUTION
- ACCOUNTABILITY

Members have been chosen, a time scheduled, a room confirmed, agendas sent, and everyone is finally together. Yet the team development process has only just begun. Defenses, hidden agendas, priorities, personalities, and professional priorities can all get in the way of a successful team outcome.

**IT'S UP TO YOU. LEARN HOW  
YOU CAN MAKE THE DIFFERENCE.**

## OBJECTIVES

Teamwork can be tricky. It's volatile, expensive, and time consuming. To maximize results it means we must do it right the first time... every time. At the end of this workshop participants will be able to:

- Describe the primary factors that contribute to **building and sustaining a high-performance team**;
- Deal effectively with **conflict**, by appropriately applying different approaches to **resolution**;
- Understand and use **negotiation** as a tool for involving and activating team members;
- Assign **responsibility** and hold team members **accountable** for mutually targeted results.

## PROGRAM CONTENT

- How to build a high-performance team
- Activating experience & knowledge at all levels
- Why conflict can be healthy and strategies for approaching resolution
- Ø hostility confrontation and collaboration
- The value of cooperation and how managers can create a cooperative environment
- The basics of negotiation and how to do it
- Negotiating team member involvement, responsibilities, and accountabilities
- Ownership: Accountability for assigned responsibilities and results
- Measuring results and performance levels of individuals and the team itself