

“ “When a team outgrows individual performance and learns team confidence, excellence becomes a reality.” ”

# Team Building Courses

Professional Development Training has a specialised division of Team Building experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs

# Team Building Courses

- Team Building Training
- Emotional Intelligence (EQ)
- Leveraging the Generation Gap
- FISH Team Building for Customer Service Teams
- FISH the Organisational Culture Training Course
- FISH for Leaders
- Team Communication Course
- Managing Virtual Teams Course
- Building High Performance Teams Training

*Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You*

*Public Class Participant - Time Management*



## **Effective Teams** are an Essential Element of Success

Professional Development Training has a specialised division of Team Building experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs. Our extensive curriculum in Team Building, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Team Building courses. pd training will exceed your expectations and help you achieve the results you are seeking.

# In-House Training

# Public Courses

## In-House Training Benefits:

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- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

## Tailored Delivery – Standard

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We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

### The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

### Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

### The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

### Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

## Expert Trainers

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"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

## Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

## Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

## Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

## Scheduling & Times:

**Classes run from 9:00am - 4:30pm each day**

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

## Practical & Real - Activities tailored to you...

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Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

## For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

## Fun & Relaxed - Laugh while you learn...

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Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive  
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training  
Accessible



World Leading  
Reinforcement  
Framework

Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content



The ability to successfully manage a cohesive, happy and high-performing team that consistently meets goals, is in high demand.

This Team Leadership workshop from pdtraining teaches how to develop different strategies for leading diverse teams, gain techniques for ensuring effective and productive team meetings and much more!

This dynamic training course is available now throughout Australia including, Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## **Team Building Training Outline**

### **Foreword:**

An increasing number of organisations are relying on teams – project teams, product development teams, virtual teams, and autonomous working teams to compete in a rapidly changing domestic and global market. The reason for this is the ability of teams to perform at high levels and adapt quickly to escalating demands. Hence in today's professional environment, more than ever, there is great emphasis placed on team leadership skills, team communication skills and team management styles.

Team effectiveness is enhanced by a team's commitment to reflect and perform on-going evaluation. In addition to evaluating accomplishments in terms of meeting specific goals, for teams to be high-performing it is essential for them to understand their development as a team.

Hence team members need to constantly sharpen their skills as team initiatives often fail due to improper implementation, conflict and competition. Team Leadership Skills are essential to maintain development and cohesion in the group.

This Team Leadership Training Program will help arm Team Leaders with the skills to create and maintain successful teams.

### **Outcomes:**

- Learn to identify the different types of teams & develop different strategies for leading them
- Recognise the different team development stages and behaviours
- Master techniques to manage teams at each stage of development, known as Forming, Storming, Norming, Performing & Adjourning
- Develop a range of great team building activities
- Gain strategies & techniques to ensure effective & productive team meetings
- Develop great team problem solving & facilitation skills
- Learn techniques to foster teamwork & create a supportive team culture



Team Building Training Course - Lesson 1

### **Defining Success**

- What is a team?
- Factors for success
- An overview of Tuckman and Jensen's Four-Phase Model

Team Building Training Course - Lesson 2

### **Types of Teams**

- The traditional team
- Self-Direct teams
- E-Teams

Team Building Training Course - Lesson 3

### **The First Stage of Team Development - Forming**

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 4

### **The Second Stage of Team Development - Storming**

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 5

### **The Third Stage of Team Development - Norming**

- The hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 6

### **The Fourth Stage of Team Development - Performing**

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 7

### **Team Building Activities**

- The benefits and disadvantages
- Team building activities that won't make people cringe
- Choosing a location for team building

Team Building Training Course - Lesson 8

### **Making the Most of Team Meetings**

- Setting the time and place
- Try the 50-Minute meeting
- Using celebrations of all sizes

Team Building Training Course - Lesson 9

### **Solving Problems as a Team**

- The Six Thinking Hats
- Encouraging brainstorming
- Building consensus

Team Building Training Course - Lesson 10

### **Encouraging Teamwork**

- Some things to do
- Some things to avoid
- Some things to consider

## **Web Links:**

View this course online:

<http://pdtraining.com.au/courses/team-leadership-training-courses>

In-house Training Instant Quote:

<https://bookingsaus.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingsaus.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=27>



Emotions can influence the way we act and react in the workplace. Emotional Intelligence is the ability to recognise our behaviours, moods, and impulses, and manage them in a positive way to communicate effectively, empathise with others, manage stress, overcome challenging situations and defuse conflict. The pdtraining Emotional Intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals. This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth. Please click on the Public Class tab below to view our Emotional Intelligence course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

## Emotional Intelligence (EQ) Outline

### Foreword:

#### ***Healthy emotions + Clear thinking + Appropriate action = High EQ***

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to read the style of individuals and adjust your communications accordingly.

This one day training course is useful for anyone who leads or works with other people, no matter what size the organisation. This course will focus on the five core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation and empathy and also include interpersonal skills.

Participants will learn to develop and implement these competencies to enhance their relationships in work and life by increasing their understanding of social and emotional behaviours, and learning how to adapt and manage their responses to particular situations.

### Outcomes:

- Define **Emotional Intelligence (EQ)**.
- Identify the benefits of emotional intelligence.
- Learn the four core skills required to practice emotional intelligence.
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- Successfully communicate with others in a non-verbal manner.
- Verbally communicate with others.
- **Interpret and manage your emotions.**
- Master tools to regulate and gain control of one's own emotions
- Articulate your emotions using the right language.
- Balance optimism and pessimism.
- Effectively impact others.
- Relate emotional intelligence to the workplace.
- Use the concepts and techniques in the workplace.



Emotional Intelligence (EQ) For Professionals Training Course - Lesson 1

### Getting Started

- Housekeeping Items
- Workshop Objectives
- The Parking Lot
- Action Plan

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 3

### Self-Awareness (SA)

- Self-Awareness
- Self-Management
- Seeing the Other Side
- Giving in Without Giving Up – The Art of Compromise
- Life Positions – You and Only You Can Choose Your Mindset
- Lesson 3 Workbook Activities

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 5

### Self-Motivation (M)

- Optimism
- Pessimism
- The Balance between Optimism and Pessimism
- The Power of Re-Framing: The Balance between Optimism and Pessimism
- Lesson 5 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 7

### Social Skills (SS)

- Making an Impact
- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive
- Traits of a Person with High Social Skills

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 9

### Verbal Communication Skills

- Verbal Communication – Clear Message, Emotionally Effective
- Focused Listening
- Asking Questions
- Communicating with Flexibility and Authenticity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 11

### Social Management and Responsibility

- Articulate your Emotions Using Language
- Business Practices
- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Disagreeing Constructively

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 2

### What is Emotional Intelligence?

- Benefits of Emotional Intelligence
- Snapshot of Academic Theory of EI & Assessing EQ
- 5 Dimensions of the Trait EI Model
- Lesson 2 Workbook Activity: EQ Self-Assessment

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 4

### Self-Regulation/Managing Emotions (ME)

- The 'EQ brain' and How it Works
- The Science of Emotions
- Amygdala Hijack - What's Happening Inside Our Head When We Lose Control
- Understanding Emotions
- Find Your Self-Control... Take Back Your Amygdala
- Using Coping Thoughts
- Relaxation Techniques
- Lesson 4 Workbook Activities

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 6

### Empathy (E)

- What are the Barriers to Empathy?
- Developing Your Empathy
- Lesson 6 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 8

### Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Understand Emotional Meanings
- Manage Emotions
- Lesson 8 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 10

### Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 12

### Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Web Links:

View this course online:

<http://pdtraining.com.au/emotional-intelligence-training-course-in-brisbane-sydney-melbourne-canberra-adelaide-and-perth>

In-house Training Instant Quote:

<https://bookingsaus.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingsaus.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=100>

## Leveraging the Benefits of Generation Gaps



As more and more generations remain in the workforce for longer periods of time, it becomes necessary for organisations to embrace and adapt to generational differences.

This Generation Gap course from pdtraining, teaches organisations how to increase harmony, what the differences in generations are, how to resolve conflict and much more.

This engaging course is available now throughout Australia including, Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Leveraging the Generation Gap Outline

### Foreword:

The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. Both the young and older worker have many ideas to offer, which can help the organization thrive in the marketplace. Learning how to deal with the generation gap at work will help you become a better manager or co-worker.

This 'Generations Gap Training Course' will help you understand the various generations present at work and understand what motivates each of them and how to work together.

### Outcomes:

- Learn the history behind generation gaps
- Learn about the different generations (traditionalists, baby boomers, Generation Xers & Generation Yers)
- Understand the differences between each generation
- Find common ground among the different generations
- Master conflict management between generations
- Leverage the strengths of each generation in the workplace

Leveraging the Generation Gap Training Course - Lesson 1

### Context

- What Generations Exist In The Workplace
- What Defines A Generation
- What This Means In Our Workplace

Leveraging the Generation Gap Training Course - Lesson 3

### Baby Boomers

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 5

### Generation Y's (millennial)

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 7

### Finding Common Ground

- Adopting A Communication Style
- Creating An Affinity Group
- Sharing Knowledge

Leveraging the Generation Gap Training Course - Lesson 9

### Conflict Management (2)

- Embrace The Hot Zone
- Treat Each Other As A Peer
- Create A Succession Plan

Leveraging the Generation Gap Training Course - Lesson 2

### Traditionalist

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 4

### Generation X's

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 6

### Background

- Attitude
- Working Style
- Life Experience

Leveraging the Generation Gap Training Course - Lesson 8

### Conflict Management (1)

- Younger Bosses Managing Older Workers
- Avoid Turnovers With A Retention Plan
- Breaking Down The Stereotypes

Leveraging the Generation Gap Training Course - Lesson 10

### The Power of 4

- Benefits Of Generation Gaps
- How To Learn From Each Other
- Embracing The Unfamiliar

## Web Links:

View this course online:

<http://pdtraining.com.au/courses/leveraging-generation-gaps-training-course>

In-house Training Instant Quote:

<https://bookingsaus.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingsaus.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=108>



FISH! Team building for customer service is a training intervention that will transform your customer service. Provide your customer service team with inspiration and proven tools to improve your internal culture and your customer experience. If you're looking for a practical, fun and respected team building and cultural improvement program for your customer service team then FISH! is your solution.

The FISH! philosophy has transformed team cultures and teamwork around the planet.

## **FISH Team Building for Customer Service Teams Outline**

### **Foreword:**

FISH! Team Building for Customer Service Teams is a one-day workshop that empowers your customer service team to embrace the FISH! Philosophy and build a highly effective customer service culture. By allowing your customer service staff to attend the course, you will begin the process of building a high performance culture within your customer service team.

### **Outcomes:**

FISH! has been called an antidote to cynicism, depression, burnout and anger. Our clients are using it for nearly every issue facing business today: leadership, orientation, teamwork, retention, creativity, customer service, quality improvement, change — anything involving human interaction.

### **By the end of this course, participants will:**

- develop a shared vision of how to serve customers, internal and external
- clarify common values of how to treat each other
- recognise new opportunities to make a positive difference for others
- become more proactive in creating a more effective environment

## Introduction

- The four FISH! practices

## Practice 1: BE THERE

**Be there** builds relationships by:

- Being fully 'present' with customers and co-workers
- Listening to understand your customers and co-workers
- Taking action based on awareness

## Practice 2: PLAY

**Play** encourages creativity and fun through:

- Curiosity - learn how curiosity unleashes creativity in a customer service setting
- Freedom to innovate - learning to be free to "try things out" as a team
- Freedom to be you - learning to be your natural self in any customer service setting
- Trust and the playing field - setting the boundaries
- Creating an environment of play in a customer service setting

## Practice 3: MAKE THEIR DAY

**Make Their Day** reminds us to serve customers and co-workers by:

- Learning to value and recognise customers as people
- Learning to be genuinely selfless toward customers
- Learning to be aware of your customers needs - creating a delightful atmosphere

## Practice 4: CHOOSE YOUR ATTITUDE

**Choose your attitude** helps you in a customer service setting to:

- Practicing to become aware of your attitude toward customers
- Making a conscious choice - are your choices and attitudes helping your team and customers?
- Live in alignment with your intentions - learning to be anchored to a customer service mindset

## Taking a closer look

- Assess how your customer service culture is living each of the "four practices"

## How well do I live the practices?

- Short test on how you live the four practices

## Top of mind issues/team solutions

- Identify a list of top of mind issues
- Identify ways to address these issues

## Action planning

- Identify tangible customer service goals that impact others
- Learn to put in place accountability measures to improve success of your customer service initiatives

## Want to form a habit?

- Creating a 21 day habit forming calendar

## Your life title

## Beyond the workplace self-survey

- Looking at how you live the four practices in life

## What's possible now?

- Finding the limitless possibilities with the four practices

**Web Links:**

View this course online:

<http://pdtraining.com.au/courses/fish-team-building-for-customer-service-teams>

In-house Training Instant Quote:

<https://bookingsaus.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingsaus.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=281>





Our FISH! for Organisational Cultures training program will help your company adopt remarkable practices that profoundly improve morale & relationships.

If you're looking for a practical, fun and proven team building course that can transform your organisational culture then FISH! is your solution!

The FISH! philosophy has revolutionised company culture and team building around the planet.

## **FISH the Organisational Culture Training Course Outline**

### **Foreword:**

The FISH! for Organisational Cultures training course is a one-day workshop that empowers all your teams to embrace the FISH! Philosophy and build a highly effective customer service culture across all departments within your organisation. By allowing your staff to attend the course, you will begin the process of building a high-performance customer service culture across all your teams.

### **Outcomes:**

FISH! has been called an antidote to cynicism, depression, burnout and anger. Our clients are using it for nearly every issue facing business today: leadership, orientation, teamwork, retention, creativity, customer service, quality improvement, change — anything involving human interaction.

### **By the end of this course, participants will:**

- develop a shared vision of how to serve customers, internal and external
- clarify common values of how to treat each other
- recognise new opportunities to make a positive difference for others
- become more proactive in creating a more effective environment

## Introduction

- The four FISH! practices

## Practice 1: BE THERE

**Be there** builds relationships by:

- Being fully present
- Listening to understand, not just reply
- Taking action based on awareness

## Practice 2: PLAY

**Play** encourages creativity and fun through:

- Curiosity
- Freedom to innovate
- Freedom to be you
- Trust and the playing field - setting the boundaries
- Creating an environment of play

## Practice 3: MAKE THEIR DAY

**Make their day** reminds us to serve by:

- Learning to value and recognise people
- Learning to be genuinely selfless
- Learning to be aware

## Practice 4: CHOOSE YOUR ATTITUDE

**Choosing your attitude** helps you to:

- Practice to become aware
- Make a conscious choice
- Live in alignment with your intentions

## Taking a closer look

- Assess how the organisation is living each of the practices

## How well do I live the practices?

- Short test on how you live the four practices

## Top of mind issues/team solutions

- Identify a list of top of mind issues
- Identify ways to address these issues

## Action planning

- Identify tangible goals that impact others
- Learn to put in place accountability measures to improve success

## Want to form a habit?

- Creating a 21 day habit forming calendar

## Your life title

## Beyond the workplace self-survey

- Looking at how you live the four practices in life

## What's possible now?

- Finding the limitless possibilities with the four practices

**Web Links:**

View this course online:

<http://pdtraining.com.au/courses/fish-organisational-culture-training-course>

In-house Training Instant Quote:

<https://bookingsaus.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingsaus.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=283>



Our FISH! for Leaders training program will help management to embrace and implement a remarkable set of four practices company-wide that profoundly improve morale and relationships. If you're looking for a practical, fun and respected team building and cultural improvement program for your leadership to champion company-wide, then FISH! is your solution! The FISH! philosophy has transformed team cultures and team work around the planet. Give your management the tools they need to bring the four FISH! practices to your organisations team building activities.

## FISH for Leaders Outline

### **Foreword:**

The FISH! management course is a one day workshop that shows your leaders how to apply The FISH! Philosophy to build a highly effective organisational culture. By allowing leaders and management to attend the course, you will have an effective means to begin the process of learning how to develop a high-performance culture in your teams and workplace. The course helps leaders buy into the cultural improvement practices that thousands of leaders globally have successfully implemented.

### **Outcomes:**

The FISH! For Leaders training course is for anyone, from business owners to frontline supervisors, who wants to lead more effectively.

### **By the end of this course, participants will:**

- Build the trust that helps teams be more productive and adapt quickly to change.
- Listen and communicate better.
- Embody the attitudes and values you want to see in your organisation or team.
- Remove fear and inspire people to be their best for customers, for each other and for the organisation.

## Introduction

- The four FISH! practices
- Watch the film "It starts with me"

## Practice 1: Be There

To Be There as a leader, you must:

- Understand your impact
- Get curious
- Find common ground
- Get to know people
- Be yourself

## Practice 2: Play

As a leader, you can encourage a Play-full environment by:

- Understanding the role of fun
- Don't squash ideas
- Emphasise learning
- Define the playing field

## Practice 3: Make Their Day

A leader makes their day by:

- Learn to give specific praise
- How to listen to others' thoughts
- How to look for the best in people
- Learn how to help others grow

## Practice 4: Choose Your Attitude

Choose Your Attitude helps us to:

- Practice to become aware
- Make a conscious choice
- Reshape our perceptions
- Strengthen relationships
- Build commitment

## Activities:

### It starts with me

- Learn how to become an infectious leader
- What do your team members catch from you?

### Find it, Live it, Coach it!

- Learn how to find your "IT"
- Learn how to live "IT"
- Learn how to coach "IT"
  - Asking for coaching
  - Receiving coaching
  - Coaching others

### How to build a FISH! community of leaders:

- How to do the journey together
- How to support one another
- How to hold each other accountable
- How to create a safe environment

### Beyond the workplace self-survey

- Looking at how you live the four practices in life

## Self Assessment

- This self-assessment tool gives you a quick scan of your leadership style as it relates to the FISH! practices.

### Web Links:

View this course online:

<http://pdtraining.com.au/courses/fish-for-leaders>

In-house Training Instant Quote:

<https://bookingsaus.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingsaus.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=284>



## Better Team Communication Training Course



Teams are an important building block of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organisations. With teams at the core of corporate strategy, your success as an organisation can often depend on how you and other team members work together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together?

The pdtraining Team Communication Training course is now available throughout Australia, including Brisbane, Sydney, Melbourne, Canberra, Perth, Parramatta and Canberra.

Please click on the Public Class tab below to view our Team Communication Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

## Team Communication Course Outline

### Foreword:

Teams are an important building block of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organisations.

With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together?

This 1/2-day course can help you get there!

### Outcomes:

**By the end of this course, participants will be able to:**

- Understand the value of working as a team
- Develop team norms, ground rules, and team contracts
- Identify your team player style and how it can be used effectively with your own team
- Build team trust
- Identify the stages of team development and how to help a team move through them
- Recognise the critical role that communication skills will play in building and maintaining a team atmosphere
- Identify ways that team members can be involved and grow in a team setting

<p>Better Team Communication Training Course - Lesson 1</p> <p><b>Getting Started</b></p> <ul style="list-style-type: none"> <li>● The Parking Lot</li> <li>● Workshop Objectives</li> <li>● Action Plans &amp; Evaluations</li> </ul>	<p>Better Team Communication Training Course - Lesson 2</p> <p><b>Defining Teams</b></p> <ul style="list-style-type: none"> <li>● Making the Grade</li> <li>● Looking Into Ourselves</li> <li>● Debrief</li> </ul>
<p>Better Team Communication Training Course - Lesson 3</p> <p><b>Establishing Team Norms</b></p> <ul style="list-style-type: none"> <li>● Characteristics of Teams</li> <li>● Ground Rules</li> <li>● Team Contracts</li> </ul>	<p>Better Team Communication Training Course - Lesson 4</p> <p><b>Working as a Team</b></p> <ul style="list-style-type: none"> <li>● Putting it Into Perspective</li> <li>● No Need for Black &amp; White Thinking</li> <li>● Degrees of Support</li> </ul>
<p>Better Team Communication Training Course - Lesson 5</p> <p><b>Your Team Player Type</b></p> <ul style="list-style-type: none"> <li>● What's Your Team Player Type?</li> <li>● What Does it Mean To Have a Number?</li> <li>● My Team Style</li> </ul>	<p>Better Team Communication Training Course - Lesson 6</p> <p><b>Building Team Trust</b></p> <ul style="list-style-type: none"> <li>● Why is Trust Important?</li> <li>● Building Trust</li> </ul>
<p>Better Team Communication Training Course - Lesson 7</p> <p><b>The Stages of Team Development</b></p> <ul style="list-style-type: none"> <li>● Forming</li> <li>● Storming</li> <li>● Norming</li> <li>● Performing</li> <li>● Adjourning</li> <li>● Forming an Effective Team</li> <li>● Making Connections</li> </ul>	<p>Better Team Communication Training Course - Lesson 8</p> <p><b>Team Building with TORI</b></p> <ul style="list-style-type: none"> <li>● What Does TORI Mean?</li> </ul>
<p>Better Team Communication Training Course - Lesson 9</p> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>● Defining Communication</li> <li>● Listening Skills</li> </ul>	<p>Better Team Communication Training Course - Lesson 10</p> <p><b>Becoming a Good Team Player</b></p> <ul style="list-style-type: none"> <li>● Attitude is Everything!</li> </ul>

**Web Links:**

View this course online:

<http://pdtraining.com.au/courses/team-communication-course>

In-house Training Instant Quote:

<https://bookingsaus.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingsaus.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=399>



This comprehensive training course helps you to master both establishing and managing a virtual team. It will help you to hold effective meetings and group sessions, handle poor performing employees, and use tools to build trust and confidence among employees.

This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

## Managing Virtual Teams Course Outline

### Foreword:

There are an estimated one billion virtual workers in 2013, and the number is expected to rise in the future. With a global workforce, you are provided with a cost effective and talented pool of employees to draw from.

Managing a virtual team is harder because of the challenges posed by time difference and cultural differences. Virtual Team Building and Management training course provides participants the knowledge to overcome these challenges and succeed in creating a highly productive global workforce.

### Outcomes:

**After completing this course, participants will have learned to:**

- Establish an excellent virtual team
- Hold effective meetings and group sessions
- Discover effective ways to communicate with team members
- Understand, respect and embrace different cultures
- Set clear and precise goals
- Provide timely feedback
- Be proactive
- Communicate easily and effectively
- Stay in contact
- Avoid making assumptions
- Build trust and confidence among employees
- Use software to manage better
- Handle poor performing employees
- Manage a virtual team during any project

Virtual Team Building and Management Training Course - Lesson 1

**Getting Started**

- Housekeeping Items
- Workshop Objectives
- The Parking Lot
- Action Plan

Virtual Team Building and Management Training Course - Lesson 3

**Setting Up Your Virtual Team (II)**

- Personality Can Count as Much as Skills
- Rules of Engagement
- Icebreakers and Introductions
- Case Study

Virtual Team Building and Management Training Course - Lesson 5

**Communication (I)**

- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool
- Case Study

Virtual Team Building and Management Training Course - Lesson 7

**Building Trust**

- Trust Your Team and They Will Trust You
- Beware of "Us vs Them" Territorial Issues
- Share Best Practices
- Create a Sense of Ownership
- Case Study

Virtual Team Building and Management Training Course - Lesson 9

**To Succeed With a Virtual Team**

- Set Clear Goals
- Create Standard Operating Procedures (SOPs)
- Build a Team Culture
- Provide Timely Feedback
- Case Study

Virtual Team Building and Management Training Course - Lesson 11

**Choosing the Right Tools**

- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use What Works for You and Your Team
- Case Study

Virtual Team Building and Management Training Course - Lesson 2

**Setting Up Your Virtual Team (I)**

- Choose Self-Motivated People with Initiative
- Face to Face Meetings at First (Kick-off Meeting)
- Diversity Will Add Value
- Experienced with Technology
- Case Study

Virtual Team Building and Management Training Course - Lesson 4

**Virtual Team Meetings**

- Scheduling Will Always Be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being a Status Report
- Case Study

Virtual Team Building and Management Training Course - Lesson 6

**Communication (II)**

- Be Honest and Clear
- Stay in Constant Contact
- Don't Make Assumptions
- Set Up Email Protocols
- Case Study

Virtual Team Building and Management Training Course - Lesson 8

**Cultural Issues**

- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members Cultural Background
- Case Study

Virtual Team Building and Management Training Course - Lesson 10

**Dealing With Poor Team Players**

- Manage Their Results, Not Their Activities
- Be Proactive, Not Reactive
- Check In Often
- Remove Them
- Case Study

Virtual Team Building and Management Training Course - Lesson 12

**Wrapping Up**

- Words from the Wise
- Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

**Web Links:**

View this course online:

<http://pdtraining.com.au/courses/managing-virtual-teams-course>

In-house Training Instant Quote:

<https://bookingsaus.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

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<https://bookingsaus.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=413>

## Building High Performance Teams



Building teams can be challenging because it requires bringing together and managing different kinds of people. Skilled managers use a variety of tools and techniques for building high performance teams.

The pdtraining Building High Performance Teams Training course provides intensive training in each stage of team building and development process such as identifying team player types, brain writing, management of disagreements, analysing tools, self-assessment and more. This training course is designed to empower managers to create and manage outstanding teams.

This practical training course, full of take-away tools, is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth and also via instructor-led online training.

Please click on the Public Class tab below to view our Building High Performance Teams Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

## Building High Performance Teams Training Outline

### Foreword:

Success as a manager heavily depends on how well a team operates and what kind of results it achieves. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together?

This training course in building high performance teams provides managers help in developing their team leadership skills and unleash the talent of each individual team member.

### Outcomes:

This training course in building high performance teams is the fastest way to gain a comprehensive understanding of all essential features of effective team building, and gain skills in using them expertly in building perfect teams.

### After completing this course, participants will have learned to:

- Identify different types of teams
- Recognise and interpret the five stages of team development
- Establish team norms
- Inspire and motivate team members
- Build teamwork by applying the twelve characteristics of an effective team
- Promote trust and rapport by exploring your team player style, and find how it impacts group dynamics
- Recognise the key elements that move a team from involvement to empowerment, and give these elements to your team
- Develop strategies for dealing with team conflict and common problems
- Build teams using TORI
- Develop a good team player
- Communicate effectively
- Engage in active listening
- Build consensus through understanding

Building High Performance Teams Training Lesson 1

**Course Overview**

- Welcome & Introduction
- Workshop Objectives
- Types of Teams

Building High Performance Teams Training Lesson 6

**Team Player Types**

- Inquiring Rationals
- Authentic Idealists
- Organized Guardians
- Resourceful Artisans
- The Trust/Relationship Model

Building High Performance Teams Training Lesson 2

**Tuckman's Five Stages of Team Development**

- Forming
- Storming
- Norming
- Performing
- Adjourning

Building High Performance Teams Training Lesson 7

**Creative Thinking**

- Brainstorming
- Brainwriting
- Mindmapping
- Six Thinking Hats

Building High Performance Teams Training Lesson 3

**Characteristics of Great Teams (I)**

- Clear Purpose
- Informality
- Participation
- Listening

Building High Performance Teams Training Lesson 8

**Solving Problems**

- Problem Identification
- Decision Making
- Planning & Organising

Building High Performance Teams Training Lesson 4

**Characteristics of Great Teams (II)**

- Civilised Disagreements
- Consensus Decisions
- Open Communication
- Clear Roles & Work Assignments

Building High Performance Teams Training Lesson 9

**Team Planning Tools**

- SWOT Analysis
- Planning Tools
- Improvement Plans

Building High Performance Teams Training Lesson 5

**Characteristics of Great Teams (III)**

- Shared Leadership
- External Relations
- Style Diversity
- Self-Assessment

Building High Performance Teams Training Lesson 10

**Workshop Wrap Up**

- Workshop Review
- Team Action Plans

**Web Links:**

View this course online:

<http://pdtraining.com.au/courses/building-high-performance-teams-training-course>

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