



Managing Teams - One-Day Seminar

Program Number: PMTMOL / PDUs: 6

1.0 Introduction

- Seminar member introduction and overview of course material

2.0 Introduction to Team Terminology

- Define team terminology

3.0 Behavioral Issues in Managing Teams

- Overview of Maslow's Hierarchy, Herbert's Motivators, Herbert's Hygiene Factors, and McGregor's Theory X and Y Behavioral Issues in project teams
- Learn the behaviors that build or weaken trust on a team
- Learn the characteristics of effective team members and team leaders

Group exercise on dealing with behavioral issues on a team

4.0 Team Management Skills

- Review the skills a project manager should possess to be great at team management
- Learn the different types of teams
- Learn how to decide when to use a team
- Learn the different roles in a team

5.0 Team Norms

- Learn how to set up team norms such as feedback, risk taking, here and now, and supportive climate
- Understand task behaviors vs. people behaviors
- Understand task behaviors vs. people behaviors
- Learn gate keeping responsibility for your team
- Learn how to set up the team vision

Group exercise in setting up team norms

6.0 Listen and Feedback skills

- Learn active listening techniques, constructive route to agreement.

Course Objectives:

The participants will learn the manager's role in managing the team members on the project.

Learn How to:

- Manage the behavioral issues in a team
- Identify the characteristics of an effective team
- Identify the different types of teams
- Identify and use the different roles in a team
- Motivate your team to be their best

- Learn how to give feedback to team members

Group exercise in using listening and feedback skills

7.0 Set up the Team

- Learn the steps for setting up the team

8.0 Team Motivation

- Learn ideas to help motivate the team

Group exercise on motivating a team

9.0 Decision Making Methods

- Overview of the decision making model for teams
- Learn the advantages and disadvantages of group decision making

10.0 Problem Solving

- Overview of using problem solving model for teams

Group exercise in using problem solving model