

A background image showing the lower legs and feet of several people standing on a path outdoors. The image is in silhouette, with the ground and some foliage visible in the background.

TEAM DEVELOPMENT AND DYNAMICS CERTIFICATE

Program Description

Teams who work together effectively can achieve far greater results than the same number of people working independently or in silos. However, a group of individuals working together is not necessarily considered a team. A team is a group of people that have the mindset of “win together, lose together.” The Team Development and Dynamics Certificate program focuses on how to develop a team that works together to achieve success.

Program Requirements

Participants must attend each session, complete the required courses (21 hours of training) and any optional courses chosen at the start of the program. Successful graduation requires sign-off from the program instructor and the participant’s immediate supervisor indicating they have completed all assignments and put the tools into practice.

Required Courses

Module 1 – Recognizing and Managing Personality Differences – Course Length: 2 Hours

Everyone brings their own unique personality and communication style to the work place. Understanding different personalities, strengths and weaknesses to manage, and how to communicate and build rapport with others increases success in the workplace and within teams.

Topics

- Increasing self-awareness
- Developing personality posters
- Understanding personality and communication style
- Enhancing and becoming more effective at communicating
- Leveraging the strengths of the team
- Improving overall performance

Module 2 – Building a Strong and Successful Team – Course Length: 4 hours

Teams develop in stages and each of those stages contributes to the overall development of a strong team. Participants will learn about the fundamentals of a high performing team and how to develop a team that successfully delivers results.

Topics

- Review a high-performance team model
- Learn about the stages of team development
- Reach a common understanding of and expectations for what it means to be a team
- Develop an understanding of how to address issues and challenges
- Review successes and lessons learned from high performing teams

Module 3 – Accountability in the Workplace – Course Length: 4 hours

The time spent to determine how the team will work together, what roles are for the various team members and what will be used to measure a team's outcomes lead to greater personal and organizational accountability.

Topics

- Accountability versus responsibility versus authority
- Assessing your role
- Defining roles and clear outcomes
- Focusing on solutions
- Following up on commitments
- Setting timelines and next steps

Module 4 – Team Culture – Course Length: 4 hours

Develop a deeper understanding of team culture and how to influence and maintain it with effective work, people, structures, systems and behaviours. Learn how to diagnose your personal, group and organizational cultures, and develop strategies to optimize your team performance.

Topics

- Relationship between organizational culture, performance and results
- Internal and external branding: developing and leveraging brand to increase effectiveness
- Team culture assessment
- Design and implement a process of culture evolution

Module 5 – Values – Course Length: 3 hours

Understanding the core values of a team, what they mean and how they impact success, is an important element for how a team approaches their work. Learn how develop core values and connect them to the organization.

Topics

- Understanding the difference between core and aspirational values
- How to define behaviours under each value
- How values can impact employee and customer relationships
- Connecting values to recognition and feedback

Module 6 – Planning – Course Length: 4 hours

Developing a team plan, with common goals and objectives, is key to the “win together, lose together” mindset. Learn basic concepts and processes involved in planning, understand why planning is essential for the success of a team, and realize that the key to making the plan work is a commitment to implementation.

Topics

- Connecting the strategic plan, the operational plan and the team plan
- Deciding what to do and how to do it
- Determining how to develop goals, milestones and objectives
- Developing a one-page plan and implementing it
- Navigating course corrections, changes and requests

Investment per Participant	\$1800
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*Costs do not include GST

Instructor: Jolene Ondrik, Eye on Culture Inc.

Note: Eye on Culture offers open programs to participants from any organization. Programs can also be delivered in-house to a single organization. Programs require a minimum of eight participants. Optional courses and costs are listed below.

Optional Courses

The following courses may be added to the Team Development and Dynamics Certificate program to supplement participant learning.

Lumina Spark Intro – Course Length: 2 hours

Using Lumina Spark as the foundation for the conversation, participants will learn about their unique behaviours, strengths, weaknesses to manage and how to communicate and build rapport with others based on 24 behaviours. Each participant receives a Lumina Spark customized Portrait. Course delivered via Skype. Maximum number of participants is four.

Topics

- Increasing self-awareness
- Understanding team style
- Enhancing and becoming more effective in their communications
- Focusing on how to leverage the strengths of the team
- Improving overall performance

Course cost: \$400/participant + GST

Lumina Spark Full – Course Length: 4 hours

Using Lumina Spark as the foundation for the conversation, participants will learn about their unique behaviours, strengths, weaknesses to manage and how to communicate and build rapport with others and 24 behaviours in three personas. Each participant receives a Lumina Spark customized Portrait.

Topics

- Increasing self-awareness
- Understanding communication styles
- Enhancing and becoming more effective in their communications
- Focusing on how to leverage the strengths of the team
- Improving overall performance

Course cost: \$500/participant + GST

Lumina Sales and Influencing – Level 1 – Course Length: 4 hours

Lumina Sales is used as the foundation and focuses on helping participants understand their sales and influence style during a six-stage cycle through 24 sales qualities. Each participant receives a customized sales Portrait.

Topics

- Understanding the six stages of the sales cycle
- Understanding how personality plays a role in the sales
- Developing effective qualities
- Building awareness of weaknesses and blind spots

Course cost: \$500/participant + GST

Lumina Sales and Influencing – Level 2 – Course Length: 4 hours

Lumina Sales Level 1 is a prerequisite for this course. Participants will take a deeper look into each stage of the sales cycle – what makes up each stage, where to focus, and what sales success looks like.

Topics

- Stage 1 – Research and Acquire Market Knowledge
- Stage 2 – Prospect and Engage Clients
- Stage 3 – Understand Needs
- Stage 4 – Recommend Solutions
- Stage 5 – Get Commitment
- Stage 6 – Support Accounts; Develop Accounts

Course cost: \$350/participant + GST

Connecting Generations in the Workplace – Level 1 – Course Length: 4 hours

Successful organizations understand and embrace the diversity in their workplaces. Every generation working today brings their own unique strengths, skills and characteristics to the job. Understanding how to unlock that potential and minimize the conflict created by those differing styles isn't always intuitive. A minimum of 15 participants to a maximum of 25 participants is required for this workshop.

Topics

- Understand why generational knowledge is important
- How intergenerational conflict can negatively impact an organization
- Gain insights into cultural and world influences and characteristics of each generation
- Recognize where conflict may happen in the workplace and develop strategies to overcome potential generational gaps
- Learn how to effectively communicate with each generation and the messages that motivate

Course cost: \$225/participant + GST

Connecting Generations in the Workplace – Level 2 – Course Length: 4 hours

Connecting Generations Level 1 is a prerequisite for this course. Building on the knowledge in level 1, participants will be an understanding of what it takes to engage each generation and how they can leverage the best of each generation for organizational success. A minimum of 15 participants to a maximum of 25 participants is required for this workshop.

Topics

- Introduction to Gen Z and how you can prepare for their arrival in your workplace
- Discover what methods work best for recruiting and retaining and growing each generation
- Explore how each generation shows up at work and how managers can effectively lead a multigenerational workforce
- Potential style and tool modifications – both organizational and personal

Course cost: \$225/participant + GST

Recognition in the Workplace – Course Length: 3 hours

Recognition is a key component in fostering a culture of engagement, inspiration, and appreciation. Employees that feel recognized tend to stick around in an organization and are happier. Happiness contributes to employees' overall health and wellness, and to the success of your organization.

Topics

- Understand the impacts of engaged and unengaged employees
- How recognition contributes to employee retention
- What's important to employees when it comes to recognition and rewards
- How to build a recognition plan

Course cost: \$300/participant + GST

Enhancing Your Team's Reputation – Course Length: 4 hours

What's the experience of your team in your organization? This interactive session will offer practical ways on how teams can work to enhance their reputation by building a common team approach and client experience and provide ways practitioners can tell their "story" effectively so that they are a partner in business. Participants will be given information and a framework that they can use with their teams to build a plan.

Topics

- What is reputation and why does it matter
- How to assess your reputation
- Understanding team focus
- Crafting your identity
- Making a statement
- Communicating your team purpose

Course cost: \$500/participant + GST

Energizing and Inspiring Your Team – Course Length: 3 hours

Employees spend most of their waking minutes at work and are looking for a more than a job. Employees want to feel connected to an organization, want to make a difference and want to understand how the work they do contributes to the whole. They want to work with great leaders and colleagues and feel valued for the work that they do and have little fun while doing it.

Topics

- Ten elements of engagement
- The role of neuroscience in inspiring and motivating employees
- What is reputation and why does it matter
- Understanding what creates personal energy and inspiration
- The importance of recognition and rewards
- Strategies on how teams and individuals can work together to energize the workplace

Course cost: \$300/participant + GST