

Glen Oaks Community College – Business Services

Team Building

Objective:

To provide the information and techniques essential for encouraging teamwork and building effective work teams.

Course Outline

- Introduction to Team Building
- Concepts of Team Building
- Effective Communication
- Including the use of email
- Working in Groups – Group Dynamics
- Team Roles and Responsibilities
- Team Operating Procedures
- Planning the Team's Efforts / Getting the Right People on the Team
- Effective Delegation
- Having Effective Meetings
- Brainstorming
- Managing Conflict
- Final thoughts / General review

Each session will be comprised of presentation, discussion, and break out sessions for case study work.

Course Length & Materials

This is a 16-hour course designed for two, 8-hour sessions. Materials provided include presentation handouts and folders.

Contact

Mary Kay Balaguer,
Director of Business Services
Glen Oaks Community College
Phone: 269.294.4276 Fax: 269.467.4114
Email: [Mary Kay Balaguer](mailto:Mary.Kay.Balaguer@glencollege.edu)