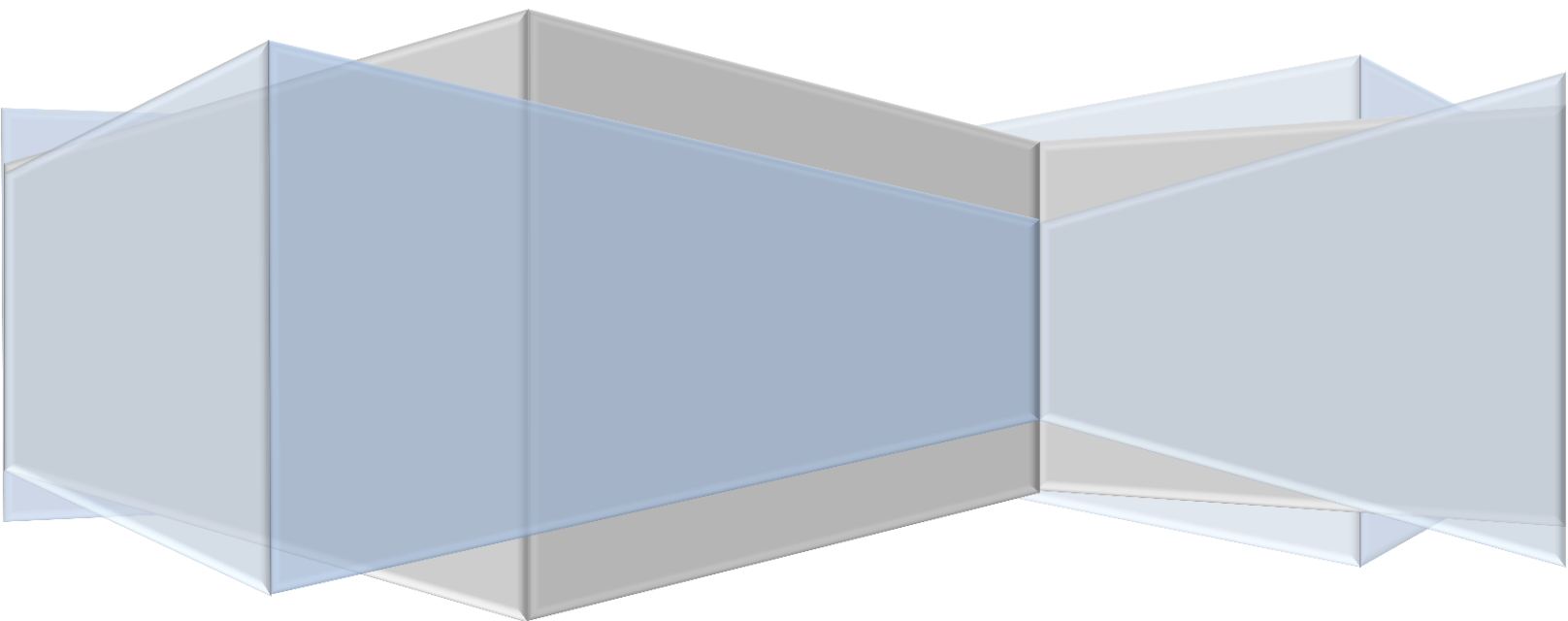# Performance Improvement

Team Problem Solving?/ Appreciative Inquiry

A One-day Course

Team Problem Solving?/ Appreciative Inquiry

A One-day Course

»Specific course duration (Half-day, One-day, Two-day, Three-day**), content pieces, and exercises, are determined after consultation and are based upon the needs of the client group.**

1. **Introduction and Objections**
   A. Team Building is just a cliché…or is it?
   B. Group dynamics

2. **Team Evolution**
   A. Groups vs. Teams
   B. Advantages/Disadvantages
   C. Healthy team behaviors
   D. Embracing diversity—personality and culture
   E. Team problem solving
   F. What is Appreciative Inquiry?

3. **Role Behaviors**
   A. Role Expectations, Role Conception, Role Acceptance
   B. Where do you fit in?
   C. Individual contributions/Group interpretations
   D. Achieving a personal balance

4. **Essential Interaction Skills**
   A. Listening—the un-skill
   B. Asking the right questions
   C. Conflict turned positive and productive
   D. Conflict resolution styles
   E. Communication openly—the challenges/the rewards
   F. Silent Language

5. **Effective Team Behaviors**
   A. Understanding Change
   B. Establishing ground rules for meetings
   C. Setting group goals
   D. The importance of celebrating success

6. **Summary and Conclusion**

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The following is a baseline price range. Fees vary depending upon extent of customization, and number and experience level of trainers/facilitators involved in the intervention.   Preferred client and volume discounts are available. Not-for-profit agencies also may receive a rate reduction.

One-day workshop	$3,000 – 4,500

Travel expenses billed separately