

# Involvement Skills for Team Leaders and Supervisors

*Excellence is achieved when individuals are motivated to perform their best and work together with others to achieve common goals.  
High involvement leadership helps create this type of climate.*

As organizations develop project teams, high involvement environments, and quality driven efforts, they are finding that managers, supervisors, and decision makers need a new set of skills to “make things happen.”

Our *Involvement Skills* seminar helps traditional supervisors and leaders develop a toolbox of techniques that will encourage and facilitate involvement from all employees.

The skills taught are crucial to the success of today’s leaders – persuasion, listening and questioning, facilitating and managing meetings, coaching performance, encouraging participation, and developing decision-making skills and autonomy in team members.

## Learning Objectives

- Learn the different roles that team leaders and supervisors must master to be successful in high involvement work environments.
- Learn how to create a teamwork spirit, set team goals, manage team meetings, and coach performance.
- Set clear team direction and provide support for the team in meeting objectives.
- Build a positive team environment, which reinforces the self-esteem of each member of the team.
- Practice the eight proven involvement skills that encourage, promote, and develop the ownership so necessary in today's work place.

## Audience

- **Managers** who are considering developing high involvement work teams and want to learn the skills that will be required of supervisors and team leaders in this new environment (and the skills that they themselves should be using as role models).
- **Supervisors** in traditional work environments who want to learn the critical involvement and participation skills needed for improving the morale of their work groups; supervisors who work in a company that will soon be moving to a high-involvement team concept.
- **Team leaders, group leaders, team coordinators, and other types of leaders** who work in high-involvement environments such as self-managed work teams, self-direct work teams, pride teams, corrective action teams and others.

## Course Outline

### ***Module One: Types of Teams and Chartering***

- Three types of teams
- Elements of a charter
- Developing an effective charter
- Homework assignment

### ***Module Two: A Team Leadership Style***

- What is a team
- Benefits of a team
- Goals for teams
- Three team leadership styles
- Role of team leader
- Problems supervisors have becoming team leaders
- Homework assignment

### ***Module Three: How to Encourage Teams to Be “Self Motivated”***

- Extrinsic v. intrinsic motivation
- Creating and maintaining intrinsic motivation
- How to make jobs more interesting
- What advanced teams have done
- A six step procedure for directing a team
- Homework assignment

### ***Modules Four: Facilitating a Team Process***

- Making team meetings more effective
- Meeting process tools
- Brainstorming
- Nominal Group Technique
- Evaluating team process
- Facilitating a team
- Homework assignment

### ***Module Five: How to Encourage Involvement And “Ownership” On The Team***

- Levels of participation
- Eight crucial involvement skills
- Ten rules for encouraging participation and “ownership”
- A “problem solving” approach to encourage involvement
- Homework assignment

### ***Module Six: Using Persuasion Instead of Criticism***

- Persuasion
- Team Exercise
- Homework assignment

***Module Seven: Effective Listening Habits***

- Characteristics of poor listeners
- Poor listening habits
- Barriers to listening
- Techniques to overcome listening barriers
- Three rules for listening
- Showing understanding
- Team Exercise
- Homework assignment

***Module Eight: Dealing With Difficult Team Members***

- Three step procedure for motivating the difficult team member
- Types of difficult team members and strategies for dealing with each

**Program Format – 3 Days**

This three-day program is designed to use behavioral objectives, demonstrations, skills practice, and reinforcement. In teaching each skill, we present the major learning points, illustrate the advantages of the skill with real-life examples, and provide a practical demonstration.

Participants then practice the skill through videotaped role play situations, or group cases and exercises that can be customized for your organization. Our focus is not on theory and lecture, but rather on building skills that can be used immediately in the work place. The maximum class size is 20, but for optimum results 12-16 participants is ideal.