



Team Smart

The smart way to create and lead high performance teams and work groups

TRAINING PLUS DEVELOPMENT SESSION

“ Individual commitment to a group effort — that is what makes a team work, a company work, a society work, a civilization work. ”

— Vince Lombardi

Team Smart helps achieve the goal of every company — more work, better work and faster work with fewer resources.

The only way to achieve more, better, faster is through empowered, motivated and high-performing teams that work together to achieve common goals. Building productive teams and instilling a team attitude is often the most difficult challenge — even for the most experienced manager.

Team Smart covers the key skills required by anyone that leads a team or those required to work within one. The main areas in addressed are this workshop team building, team management, the individual's roles within the team, communication and problem solving methods and techniques will also be discussed with regard to practical applications within a team structure. TeamSmart will provide the opportunity to develop skills and practice techniques required for leading teams of any kind.

A variety of training methods are used on the course, including presentation, discussion, exercises, class workshops and demonstrations.

Some of the essential areas this workshop covers include:

- The ideal team model and four common characteristics
- Team leadership skills
- Team motivation and buy-in
- Developing the power of relationship
- Team alignment
- Why teams fail and how to prevent failure



Participants will learn to:

- Understand the nature, purpose and structure of a working team and the individual requirements which contribute to its success.
- Effective use of a range of tools and techniques to improve communications and relations within the team.
- Understand the differences and effectiveness of different types of communication.

JASON YOUNG Speaker and Facilitator



Jason Young has been called a “rare breed” when it comes to developing leaders, teams and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company's innovative training programs for its successful leadership and customer service culture that have become renowned in the business world today. Jason captured his philosophy of creating high performance cultures in his popular book, *The Culturetopia Effect* and extends the fine art of exemplary customer service in his newest book, *Servicetopia*.