

# Strengthening Cross Functional Leadership Teams 2020

The purpose of this course offering is to focus on the continued development and growth of cross functional, intact leadership teams. Specifically identified learning topics and group coaching sessions will address operational and team development challenges, intended to motivate individuals in creating exceptional customer experiences and increasing employee engagement. Support will be provided in creating awareness of linking and leveraging expertise to enhance relationships and opportunities across organizational resources and opportunities, standardizing operational efficiencies and positive behaviour cultures that are reflective of the vision and values of the organization. These days will be designed with the leadership team of each location, to support emergent intact team needs.

The course outcomes for participants and their teams will include an increased ability to:

- Define a shared understanding of their team’s purpose and goals.
- Design and Implement commitment agreements to support the achievement of team goals.
- Establish clearly defined roles and responsibilities within the team.
- Implement and established a team decision-making model.
- Develop high levels of shared dependability within the team membership.
- Establish effective group process including a commitment to open communication and sharing ongoing feedback with each member of the team.
- Integrate a Coach approach within peer and reporting staff situations.
- Apply the Myers Briggs Type Indicator (MBTI) results to strengthen team culture, decision making, adapting to change and resolving conflict within the team.
- Implementing efficient team meetings.
- Apply a Problem Solving model using MBTI preferences.

**Primary CCG Leader Development Competencies strengthened within this program include:**

<u>Core Competencies</u>	<u>Manager Level Competencies</u>	<u>Frontline Level Competencies</u>
<ul style="list-style-type: none"> <li>• Builds Positive Relationships</li> <li>• Communicates Effectively</li> <li>• Fosters Teamwork</li> </ul>	<ul style="list-style-type: none"> <li>• Builds Collaboration</li> <li>• Develops and Coaches Others</li> <li>• Applies Systems Awareness</li> <li>• Analysis and Decision Making</li> </ul>	<ul style="list-style-type: none"> <li>• Solves Problems Effectively</li> <li>• Develops Emotional Intelligence</li> <li>• Navigates Conflict</li> </ul>

Course Length                      8 - 9 days in total 9:00am – 4:00pm

Participants                        Intact Leadership team members

Requirements                      Participants must attend all days, Mentored coaching Triad sessions and dedicate time to apply authentic efforts in strengthening their Team performance.

Prerequisites                        None



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<u>Course Location</u>	TBA
<u>Homework</u>	In between classroom sessions, participants will implement learnings and skill development.
<u>Reference/Materials</u>	The Infinite Game (Simon Sinek), Myers Briggs Type Indicator Instrument, Exploring Your Myers Briggs Type Workbook, Introduction to Myers Briggs Type, by Isabel Briggs Myers, Emotional Intelligence 2.0 (Travis Bradberry & Jean Gervais)  Five Dysfunctions of a Team -Curriculum (Patrick Lencioni)
<u>Assessment</u>	Pre-and Post-Behaviour Competency Rubric Assessment tools will be provided to participants for their completion.