Team Leadership

GoSkills online course syllabus

Wednesday, April 16, 2025

Skill level	**Lessons**	**Accredited by**
Basic - Advanced	25	CPD

Pre-requisites	**Video duration**	**Estimated study time**
None	2h 18m	13h for all materials

Instructor

Ray Sheen

Business Teams

1 Business Teams

Businesses often use teams to accomplish work. Business teams are used whenever there is a set of business activities that are related by a common goal and are greater than one person can accomplish.

2 Teams Versus Groups

Individuals can come together for many reasons and purposes. A set of individuals who are acting as business group will behave differently than a business team.

3 Team Leader

Team Leaders adapt to the business and team environment to ensure the team creates the performance or implements the change for which it was chartered.

4 Team Member

Team Members must practice participatory leadership in order to be good contributing team members. Core team members take on the additional role of representing their function in all team activities.

Team Processes

5 Team Building

Teams go through stages as they become acquainted with each other and establish trust. These stages lead to improved team performance.

6 Setting Team Goals

Teams perform better when they have clear shared goals. One key element of good team leadership is helping your team establish team goals.

7 Roles and Responsibilities

An important attribute of team leadership is clarifying the roles and responsibilities of all team members. Every team member has an important role and is likely to be leading some of the team activities.

8   Tracking and Accountability

Responsibility and accountability should be aligned. When team activities are tracked and team members held accountable for results, they should first have had the responsibility for creating those results.

9   Time Management

A major concern for many team leaders is effective team time management. The team leader must address distractions and time wasting delays. This often involves changing the habits and behaviours of team members.

10   Changing Team Members

When team members are changed, the team leader needs to manage both the process of saying, "Goodbye" to one individual and saying, "Hello" to another.

11   Team Closure

Sometimes teams are disbanded. This happens with all project teams and some functional business teams. During the time of team closure the team leader must manage both the technical aspects of closure and the emotional aspects.

Team Communication

12   Communication Processes

Teams must communicate to be effective. Understanding the principles for good communication will help a team leader ensure their team is able to communicate well.

13   Communication Constraints

Teams rely on effective communication, yet there are many factors that can inhibit communication. When these factors are present, the team leader needs to proactively manage the team communication processes to overcome them.

14   Team Meetings

Most teams have team meetings and effective team meetings are an excellent way to manage the communication processes. Team leaders are normally responsible for organizing and managing team meetings.

15   Virtual Team

It is common in today's business environment to be a member of or leading a virtual team. There are several unique challenges with these teams that the team leader must be prepared to address.

Decision Making and Conflict Resolution

16   Team Decision Making

Teams sometimes implode when faced with making a team decision. A team leader needs to be able to bring the team through the decision making process with a good decision and team support for the decision.

17   Team Negotiation

Team members will often need to negotiate with each other on tasks and activities and the team leader may need to negotiate with the other managers or supervisors of team members. The team leader needs to have good negotiation skills in order to facilitate these types of meetings.

18 Conflict Resolution

From time to time teams will experience conflict. When the team leader or team members are able to resolve the conflict in a positive manner, the team becomes stronger and performs better.

19 Resolving Team Problems

Even the best teams will sometimes have problems with the how the team is working together. These problems often are based upon the leadership and followership traits of the team members.

Team Dysfunctions

20 Five Team Dysfunctions

Lencioni's book, "The Five Dysfunctions of a Team: Leadership Fable" tells the story of how to build a business team. During the lifecycle of the team, it is common to face dysfunctional behaviour that must be overcome.

21 Absence of Trust

Absence of Trust is one of the five team dysfunctions. In this case, team members are not willing to be vulnerable to each other; they are not asking and giving help, they are not acknowledging mistakes, and they question the intents and motives of team members.

22 Fear of Conflict

Fear of conflict is one of the five team dysfunctions. In this case, team members do not engage in conflict even when it is critical to team success.

23 Lack of Commitment

Lack of Commitment is one of the five team dysfunctions. In this case, team members have not bought into the team goals, or they don't understand those goals.

24 Avoidance of Accountability

Avoidance of Accountability is one of the five team dysfunctions. In this case, team members are not willing to confront each other about team performance; team members accept low standards and often fail to even achieve those, creating resentment and animosity among the other team members.

25 Inattention to Results

Inattention to Results is one of the five team dysfunctions. In this case, team members are focused on personal goals or achieving personal status through team membership than in working to achieve team results.

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