MERCURY

Leading High-Performance Teams

24 – 28 May 2027
New York (USA)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Introduction

No matter how knowledgeable and competent its members may be, a dysfunctional team will undermine organizational goals, sap morale, and waste effort.

This leading high-performance teams course, designed as a comprehensive team leader course, zeroes in on the vital roles of the team leader and middle manager in tapping into their team's proficiencies and methodically introduces and enhances skills for steering the group towards utmost effectiveness and peak performance.

Targeted Groups

- Experienced team leaders.
- Junior/middle managers.
- Supervisors.

Course Objectives

At the end of this leading teams course, participants will be able to:

- Grasp and embrace their impactful role as a leader within the organization.
- Recognize and harness the unique abilities and talents within their team.
- Stimulate and rally the team around a shared vision and values.
- Set lucid objectives and standards of performance for their team.
- Accurately measure and manage team performance.
- Effectively manage conflict and challenges as opportunities for growth.
- Enhance team adaptability, commitment, and resilience.

Targeted Competencies

- Leadership skills with an emphasis on developing team leader capabilities.
- Proficient team management.
- Performance management geared toward high-performance teams.
- Advanced communication skills.
- Emotional intelligence and the ability to establish rapport.
- Mastery of delegation and empowerment techniques.

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Course Content

Unit 1: Teams and Their Leaders

- The interplay between teams, leaders, and managers.
- Fundamental leadership tasks and responsibilities.
- Understanding influence, authority, and power dynamics.
- Leadership styles and the importance of stylistic flexibility.
- The relevance of self-awareness in leadership.
- Emotional intelligence and building rapport within high-performance teams.

Unit 2: Vision, Direction and Alignment

- Techniques for crafting a coherent and shared vision.
- How do you ensure aims, objectives, and goals are in sync?
- Crafting actionable objectives and setting meaningful performance indicators.
- Embracing diverse problem-solving methodologies.
- Communicating the vision in a way that inspires and motivates.
- Techniques for imparting challenging messages effectively.

Unit 3: Team Dynamics

- The stages of team development and high-performance team development.
- Understanding the sociology behind team interaction and cohesion.
- Traits that define creating high-performance teams.
- Achieving a harmonious balance of team roles.
- Exploring non-traditional team structures and their benefits for leading high-performance teams.
- Delegation and empowerment as tools for fostering independence and responsibility.

Unit 4: Developing The Team

- Promoting learning and competency within a high-performance professional setting.
- Constructing a coherent team focused on high-performance management.
- Addressing the challenges faced by self-managing teams.
- Implementing coaching, mentoring, and self-directed learning as tools for team development.
- Efficient feedback strategies and performance appraisal methods.
- Harnessing team strengths to attain peak performance.

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Unit 5: Performance and Conflict Management

- In-depth definition and understanding of team and individual performance.
- Various methods for gauging team and individual contributions.
- Viewing team performance through the lens of customer expectations.
- Delineating performance management as a science and an art.
- Utilizing conflict as a catalyst for team performance management and growth.
- Tackling interpersonal challenges and conflict resolution for leading teams.