

## FORGE BETTER TEAMS IMPROVE RESULTS STRENGTHEN THE BOTTOM LINE

*Good teamwork is an unbeatable advantage. In a hospital emergency room. On the deck of a sail boat. Or in the trenches of business. But how do you turn talented individual players into a high-performing team?*

*Here's how Dale Carnegie Training® helps companies do it: We offer the methods to implement critical team processes, such as defining shared goals and clarifying individual responsibilities. We emphasize ways to communicate persuasively within and among teams. And we present tactics to foster productive meetings, resolve team conflicts, and win improved team results.*

*The training concentrates on how teams can maximize their effectiveness by defining expectations, establishing ground rules, and leveraging shared values. It stretches the capabilities of teams, giving them the confidence to generate new ideas and initiatives for the business.*

*Our clients call this the "Dale Carnegie Training® Difference." You'll see it in measurable gains for your company: heightened team productivity, greater cost effectiveness, and increased results on the bottom line.*

## Develop Your Organization's Competitive Edge - People

Visit our web site at  
[www.dalecarnegieindia.com](http://www.dalecarnegieindia.com)

The vast majority of Dale Carnegie Training® local franchising organizations in the U.S. have been accredited by the Accrediting Council for Continuing Education and Training (ACCET).



### Time Commitment: Six Sessions

At a glance	Participants learn how to:
1. Building Team Commitment	<ul style="list-style-type: none"> <li>Improve interpersonal relationships</li> <li>Determine a team's position on the "success curve"</li> <li>Clarify team goals</li> <li>Analyze the individual strengths of team members</li> <li>Define team values and ground rules</li> </ul>
2. Improving Communication Between Team Members	<ul style="list-style-type: none"> <li>Listen to others</li> <li>Ask good questions</li> <li>Leverage advantages of intra-team communications</li> </ul>
3. Improving Communications Between Teams	<ul style="list-style-type: none"> <li>Convey information clearly</li> <li>Develop skills for sharing information</li> <li>Plan quality team presentations</li> </ul>
4. Strengthening Collaboration	<ul style="list-style-type: none"> <li>Capitalize on the value of collaboration</li> <li>Employ the rules that support team collaboration</li> <li>Apply "force field" analysis</li> </ul>
5. Developing Decision-Making and Conflict Resolution	<ul style="list-style-type: none"> <li>Tap the creative process to improve team decision-making</li> <li>Identify sources of team conflict</li> <li>Use a sequential method to resolve conflict</li> </ul>
6. Improving Coordination and Facilitation	<ul style="list-style-type: none"> <li>Facilitate team processes</li> <li>Reward and recognize team behavior</li> </ul>