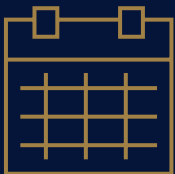# Maximizing Individual & Collective Performance

ONLINE COURSE

Length
5 weeks

Effort
8 hours / week

Language
Taught in English

Course Content

WEEK 1

Week one explores the four different types of teams based on their level of task and social reflexivity, identify which type you currently belong to, and more importantly, how to shift your team into effective mode. Topics covered are building an effective team, using team reflexivity (i.e. task and social reflexivity), components and key success factors of team effectiveness.

WEEK 2

Week two explores different personality classifications and find the ways on how they can be used in a business environment. Topics covered are tasks of team leaders, skills of team leaders, avoiding leadership pitfalls, types of team leadership and team leadership development.
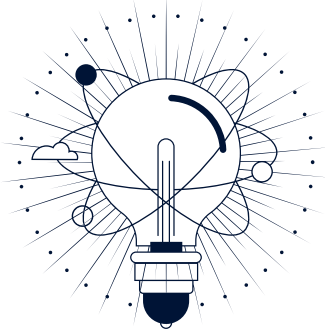
WEEK 3

Week three covers the qualities that enable people to be a good team player and how they can develop them. Topic covered are qualities of a good team player, team collaboration, team decision-making & avoiding group cognitive biases, creating a climate of psychological safety, supporting team creativity and creative problem-solving.

WEEK 4

Week four deep dives into ways of dealing with conflict in a business environment and how to choose the best approach for resolving a particular conflict situation. Topics covered are role of emotional, informational and practical support, types of conflicts, conflict resolution and mediation techniques.

WEEK 5

Week five is dedicated to the final assessment. To successfully pass the assessment, a minimum of 60% of the total points available need to be obtained. The type of assessment may range from multiple choice quizzes (MCQ) to more open response evaluations, like a case study

Learning objectives

1. Distinguish the key success factors to build and sustain performing teams

2. Assess individual differences and roles contributing to performing teams

3. Develop essential leadership qualities to lead performing teams

4. Develop management skills to avoid and/or resolve team conflicts