

Team Building and Training



Trust is the Key to Team Success

In teamwork, interpersonal conflict is the single most frequently cited reason for failure to meet deadlines as well as for miscommunication, stress, inefficiency, and low productivity.

The key to effective and harmonious teams, durable results, and creative problem solving is TRUST. Trust forges cohesive teams in which members work together more productively, supporting each other to meet deadlines and achieve common goals.

As business organizations grow in complexity, the need for cohesive work teams also grows. **Persona** GLOBAL®, Inc.'s *Team Building and Training* workshop lays a solid foundation of mutual understanding and Trust through a comprehensive *People Skill* program that helps teams reach their full potential.

Workshop Features & Benefits

- Renewed team spirit.
- Renewed commitment to project goals and vision.
- Provides a foundation to support effective teamwork.
- Reduction of interpersonal tension and stress.
- Team members gain the ability to build trust by creating win/win situations.
- Team members learn strategies that lead to individual achievement and team success.
- Team members leave with an understanding of the strategies that lead to individual achievement and team success.
- Team members learn to better understand, respect, and respond to each other's needs.



Objectives—In this two day workshop, you will:

- Examine and discover how and why people do or do not communicate effectively with each other.
- Develop a practical and systematic method for identifying the needs of others by observing their behavior
- Learn to see yourself as others perceive you and, by so doing, know yourself better.
- Learn how to build trust, and practice empathy and flexibility in your communications with others.
- Apply the *Communicate and Win™* Expert Profiling System to create a *Gameplan* for resolving an important real-life communications gap.
- Ensure continued use of your new skills to bring results again and again.

Who Should Attend?

All personnel whose teamwork is critical to their company's success.

What You'll Experience

- ◆ **Establish participants' case studies**
 - Understand the difference between describing and judging behavior
 - Learn how to recognize communication styles
 - Learn stylistic needs of each communication style
 - Examine cooperation and conflict among people of different styles
- ◆ **Trust and Empathy**
 - The **Persona** Trust Model
 - Learn the elements of trust
 - Understand the importance of empathy and practice empathy projection
 - See ourselves as others see us

What You'll Experience (Continued)

◆ Change and Defensiveness

- Recognize each style's behavioral tendencies
- Understand and be able to deal effectively with relationship tension in the process of accepting change
- What weaknesses each needs to improve and minimize
- What motivates each style
- How each style reacts under tension
- Fostering growth and professionalism

◆ Flexibility

- Understand the importance of interpersonal flexibility in being an effective communicator
- Become aware of one's own interpersonal flexibility as seen by the five respondents
- Practice being flexible with different style. Interpersonal flexibility and effective communicator
- How to be flexible when dealing with different styles of team members
- Flexibility—self perception
- How to build flexibility with others

◆ Process

- Learn Persona's Team Building and Training Process
- To prepare and practice for the next time the participants will meet as a group, using all the information and skills they have learned in the last two days
- Conduct three steps Team Building Process.

ABOUT THE AUTHOR



Jon Gornstein

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The Persuasive Communicator® was developed by **Jon Gornstein** – the founder and President of **Persona** GLOBAL® who has devoted his 39-year career to helping multinational corporations make changes in leadership and corporate culture, improve organizational alignment, enhance performance and strengthen communications. He has consulted in more than 72 countries to companies such as Abbott Labs, Disney, IBM, Glaxo SmithKline, Cathay Pacific Airways, Goldstar, and Hilton Hotels.



For more information about **Persona** GLOBAL®, Inc.'s metrics and methodologies, please contact info@personaglobal.com or visit www.personaglobal.com



ABOUT **Persona** GLOBAL®

Persona GLOBAL® is a worldwide provider of assessment tools and methodologies for corporations facing challenges in change leadership, communication, organizational alignment, sales, customer service and management. **Persona** GLOBAL®, Inc.'s metrics and methodologies are currently available in 72+ countries; its programs have been translated in up to 38 languages. More than 1,700 certified **Persona** GLOBAL® practitioners around the world serve their clients as strategic business partners.

Corporations that have benefited from **Persona** GLOBAL® Programs include:

- BMW
- Applied Materials
- British Airways
- Mitsubishi
- Dell Computer
- Japan Airlines
- Disney
- IBM
- Credit Suisse
- Coca-Cola
- Alcatel
- American Express
- Hitachi
- Motorola
- SONY Music Entertainment