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SAN FRANCISCO BAY AREA FEDERAL EXECUTIVE BOARD**

San Francisco Federal Building  
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**BUILDING BETTER TEAMS:  
ENSURING TEAM EFFECTIVENESS  
September 8, 2017 8:30AM – 3:30PM**

**Joan Wisnosky**

Trainer, GSA Schedule Contractor, and Certified Coach

**Overview:** Teams have become a principal building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the central methodology of most organizations. With teams at the core of business strategy, your success as an organization can often depend on how well you and other team members work together. How are your problem-solving skills? Is the team enthusiastic and motivated? Do you work well together? Do you know of mixed agendas, poor communication episodes, or even personality conflicts? Though exercises, you'll be able to practice your skills and overcome obstacles.



**Objectives:**

By the end of the course, you'll be able to use proven ideas for developing your team, identify your team player "style" and use it effectively with your team.

**Topics:**

- Know what it takes to ensure a team's success by working with others' behavioral styles.
- Recognize the stages of team development
- Review a sample Team Contract for future use
- Build a climate of trust and understand degrees of support
- Use tips to become a better team player and listener
- Deal with conflict resolution

**Location:**

Federal Building  
90 7<sup>th</sup> Street, Conference Room, Ground Level  
San Francisco – Civic Center BART

**Course Chapters:**

1. Defining Teams and Establishing Norms
2. The Stages of Team Development
3. Exercise - Identify your Team Player Style
4. Parker's Team Characteristics
5. Communication
6. Conflict Resolution and Exercise
7. Providing Effective Feedback
8. Working as a Team and Building Trust
9. Your Team Member Type Exercise
10. Case Study Exercise

**Tuition:**

\$179 for 3 or more registered  
\$199 for individuals

**Registration and Inquiries:**

[Registration Form](#)  
301.948.7636 - or- [joanw@jaelimited.com](mailto:joanw@jaelimited.com)  
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