# Instructors Guide

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.
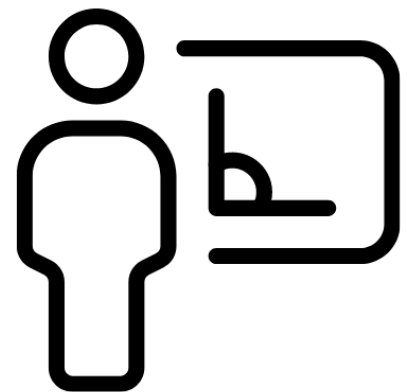
Module Two: The Benefits of High-Performance Teams

There are many benefits of high performing teams. In creating high performance teams, employees become more satisfied, and their quality of work improves. Taking the time to build high performance teams in an organization creates loyalty, creates visibility, enhances collaboration, and provides optimum productivity.

Creates Loyalty

Developing high performing teams instills intrinsic motivation within employees. They find meaning in their work, and this satisfies them more than extrinsic motivators, such as commissions. When employees are intrinsically motivated at work, they are less likely to leave the organization. Satisfied employees are loyal, and loyalty reduces turnover. It ensures that only qualified employees staff the organization. Success is assured when qualified employees have a genuine interest in the success of the business.

Estimated Time	8 minutes
Topic Objective	Introduce the benefits of loyalty.
Topic Summary	**Creates Loyalty** Consider ways to create loyalty.
Materials Required	**Flipchart/board and marker**
Planning Checklist	None

Recommended Activity	As a group, discuss the traits of loyal employees. List some of these traits on the flipchart/board. Share ways to inspire loyalty.
Stories to Share	Share any personal or relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What do high performance teams instill?

Optimum Productivity

Creating high performance teams will lead to optimum productivity. This benefit goes beyond numbers on reports. Optimal productivity begins with the behavior of individual team members who learn to trust each other. As trust builds within the team, the individual members will work together more efficiently. As the team learns to work together, their roles become clear to them, and they communicate better. All of these factors help to create an amiable work environment. As the work environment improves, productivity will also improve, and the path to optimum productivity becomes evident.

Estimated Time	**8 minutes**
Topic Objective	Introduce optimum productivity.
Topic Summary	**Optimum Productivity** Discuss optimum productivity.
Materials Required	**Flipchart/board and marker**
Planning Checklist	None
Recommended Activity	Discuss experiences with productive teams. What are the characteristics of productive teams? List these on the flipchart/board and consider ways to promote optimum productivity.
Stories to Share	Share any personal relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How does optimal productivity affect behavior?

Collaboration

Collaboration is both a product of high-performance teams and an essential aspect of them. Collaboration occurs when the members of the team work together towards a single goal. Successful collaboration requires everyone involved to respect and encourage diversity. This includes the diversity of opinion and people. Respect is the key to collaboration. Conflicting ideas are inevitable, but beneficial solutions are probable when all parties treat each other with respect and learn to see from different points of view.

Estimated Time	8 minutes
Topic Objective	Introduce the idea of collaboration.
Topic Summary	**Collaboration** Consider the purpose of collaboration.
Materials Required	**Flipchart/board and marker**
Planning Checklist	None
Recommended Activity	As a group, discuss your experiences in collaboration. Consider ways to encourage collaboration and list these on the flipchart/board.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is true of high-performance teams?

Creates Visibility

High performance teams create visibility. The actions taken by each member of the team need to be apparent to everyone involved, particularly the manager of the team. Visibility allows everyone to know:

- Who is assigned each task
- How tasks are progressing
- Expected date of completion
- People who need assistance

- Relevant questions

When there is visibility, teams work better together. Additionally, people are praised and rewarded when their actions are visible.

Estimated Time	7 minutes
Topic Objective	Consider the importance of creating visibility.
Topic Summary	**Creates Visibility** Discuss visibility.
Materials Required	**Flipchart/board and marker**
Planning Checklist	None
Recommended Activity	Discuss visibility as a group. What actions help to increase visibility? List ideas on the flipchart/board.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What creates visibility?

Practical Illustration

Roger and Ashley work together on the same team. Ashley finds herself unable to complete her part of the assignment because she did not understand the computer program. She asked Roger for help because he knew how to operate the program. Together, Roger and Ashley complete the project on time. At the team meeting, Ashley was praised for her work, but Roger was forgotten. He resented being overlooked and vowed never to work on another project he was not assigned to personally.

Module Two: Review Questions

1.) What causes employees to remain with an organization?

    a) Extrinsic motivation
    b) Commission
    c) Creativity
    d) Intrinsic motivation

Motivation may be extrinsic or intrinsic. Commission is extrinsic motivation. Intrinsic motivation is more likely to retain employees than extrinsic.

2.) Satisfied employees reduce _____.

    a) Productivity
    b) Turnover
    c) Creativity
    d) Collaboration

Turnover is reduced when employees find satisfaction with their jobs.

3.) What causes team members to work efficiently?

    a) Trust
    b) Teams
    c) Extrinsic motivation
    d) All of the above

Trust is essential for a team. Working efficiently improves with trust, and this improves productivity.

4.) What does NOT improve productivity?

    a) Trust
    b) Communication
    c) Extrinsic motivation
    d) Work environment

There are many factors associated with productivity. Extrinsic motivation, however, does not improve long-term productivity. The others are useful in improving productivity.

5.) What occurs when the members of the team work together towards a single goal?

    a) Loyalty
    b) Collaboration
    c) Visibility
    d) Productivity

Collaboration is essential for teamwork. It occurs when everyone works towards a single goal.

6.) What is the key to collaboration?

    a) Money
    b) Creativity
    c) Motivation
    d) Respect

Collaboration requires respect between parties. This ensures that they will communicate effectively.

7.) What ensures that people in teams are rewarded for their work?

    a) Visibility
    b) Loyalty
    c) Productivity
    d) All of the above

Visibility makes actions of different team members clear. This visibility helps ensure people are rewarded.

8.) The visibility of the team is particularly important to _____.

    a) Team members
    b) Those beyond the team
    c) Manager
    d) All of the above

Team visibility is particularly important for the manager. It provides greater understanding about the team.

9.) Taking the time to build high performance teams in an organization creates _____.

    a) Loyalty
    b) Visibility
    c) A and B
    d) None of the above

Taking the time to build high performance teams in an organization creates loyalty, creates visibility, enhances collaboration, and provides optimum productivity

10.) Optimal productivity begins with the_____ of individual team members.

    a) Goals
    b) Personality
    c) Behavior
   d) None of the above

Optimal productivity begins with the behavior of individual team members who learn to trust each other

PowerPoint Slides

Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.

"
If everyone is moving forward together, then success takes care of itself.

Henry Ford
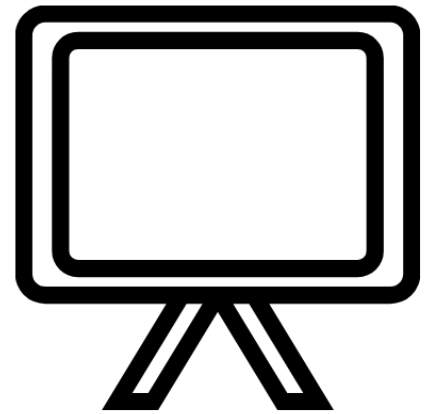
The Benefits of High Performance Teams

Creating high performance teams creates loyalty and visibility, enhances collaboration, and provides optimum productivity.

Creates Loyalty

Developing high performing teams instills intrinsic motivation within employees.

Optimum Productivity

Creating high performance teams will lead to optimum productivity.

Collaboration

Collaboration occurs when the members of the team work together towards a single goal.

Creates Visibility

- Who is assigned each task
- How tasks are progressing
- Expected date of completion
- Relevant questions

Practical Illustration

- Creates Loyalty
- Optimum Productivity
- Collaboration
- Creates Visibility

Module Two: Review Questions

1. What causes employees to remain with an organization?

A. Extrinsic motivation

B. Commission

C. Creativity

D. Intrinsic motivation

Quick Reference Sheets

Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

High Performance Teams (Inside the Company)
Quick Reference Sheet

Creates Visibility

High performance teams create visibility. The actions taken by each member of the team needs to be apparent to everyone involved, particularly the manager of the team. Visibility allows everyone to know:

Who is assigned each task

How tasks are progressing

Expected date of completion
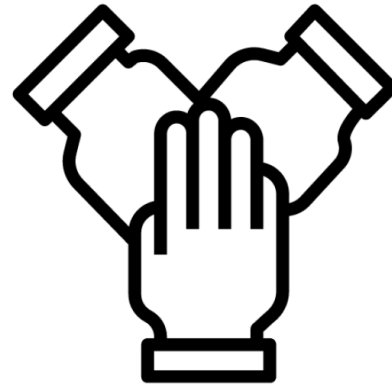
People who need assistance

Relevant questions

When there is visibility, teams work better together. Additionally, people are praised and rewarded when their actions are visible.

Collaboration

Collaboration is both a product of high-performance teams and an essential aspect of them. Collaboration occurs when the members of the team work together towards a single goal. Successful collaboration requires everyone involved to respect and encourage diversity. This includes the diversity of opinion and people. Respect is the key to collaboration. Conflicting ideas are inevitable, but beneficial solutions are probable when all parties treat each other with respect and learn to see from different points of view.

Benefits of High-Performance Teams

There are many benefits of high performing teams. In creating high performance teams, employees become more satisfied, and their quality of work improves. Taking the time to build high performance teams in an organization creates loyalty, creates visibility, enhances collaboration, and provides optimum productivity.

Handouts

Each course is provided with a wide range of worksheets. Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.
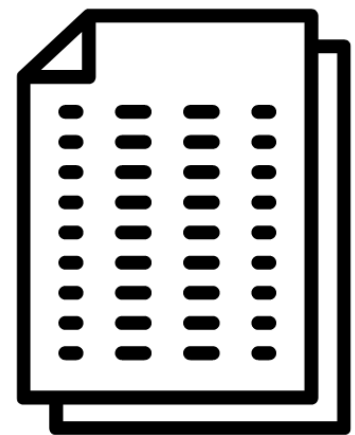
Icebreaker: First Impressions

PURPOSE
To get participants moving around and introduced to each other.

MATERIALS REQUIRED

1. Name card for each person

2. Markers

3. Paper and pencils/pens

PREPARATION

Have participants fill out their name card.

ACTIVITY

Ask participants to form pairs. Explain that you are going to ask participants to guess their partners' favorite things. As you call out items, participants will write their guesses on paper.

For example, you might say: What would you guess is your partner's favorite

4. TV show

5. Vacation destination

6. Food

7. Sport

8. Hobby

Give participants a few seconds or so to write each response. When you have gone through your list, ask participants to share their guesses with their partners.

After participants have had a couple of minutes to share their guesses, you might ask:

9. What did you base your guesses on?

10. Did anyone guess everything wrong? Did anyone guess everything right?

Wrap up by making the point that in any personal interaction first impressions are often misleading. When we start a negotiation, the guesses we make about another person can lead to false assumptions about what the person wants.

Certificate of Completion

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.
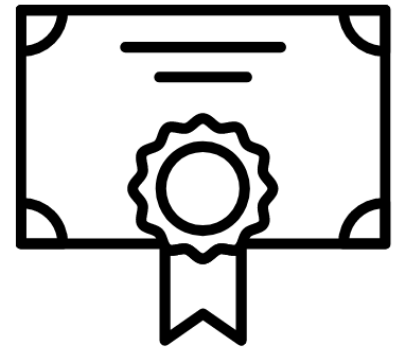
CERTIFICATE OF COMPLETION

[Name]

Has mastered the course

High-Performance Teams (Inside the Company)

Awarded this _____ day of _____ e _____, 20 _____

_____

Presenter Name and Title