

TEAMWORK FOR QUALITY IMPROVEMENT

Rationale

Quality improvement efforts encompass process improvement which generally involves employees from various departments or functional areas. In this regard, teamwork for quality improvement is critical. High-performance teams are able to communicate openly, practise shared leadership and responsibility and solve conflicts in a constructive manner.

Objectives

At the end of the workshop, participants should be able to:

1. Define the concepts of “team” and “team building”.
2. Explain the four stages of team development.
3. State at least eight characteristics of an effective team.
4. State at least eight major responsibilities of the Team Leader.
5. State at least eight major qualities of an effective team member.
6. Explain the five major strategies of managing conflict.
7. State the ten commandments of effective communication.
8. State at least five tips on building trust in teams.

Content

1. Understanding teams and team building
2. Effective management of teams
3. Managing team conflict and effective human relations
4. Team leadership and role of team members
5. Effective team communication
6. Establishing shared values and building trust

Methodology

Interactive lectures, exercises, group discussions and video presentation

Duration

2 days

Target Group

Managerial and non-managerial employees

Facilitator

Dr. Ranjit Singh Malhi