Driving High-Impact Team Performance and Efficiency Training Course

15 - 19 Nov 2026

Amman

3800 € (Per Person)

Ref: #PRO8086_218900

Course Introduction / Overview:

This course is meticulously designed to transform team dynamics and unlock latent potential, elevating collective output to new heights of performance and efficiency. In today's competitive landscape, the ability to build and lead high-performing teams is not just an advantage; it is a necessity for sustainable organizational success. This program moves beyond theoretical concepts to provide actionable strategies and practical tools for fostering a culture of collaboration, accountability, and continuous improvement. Drawing upon foundational research in team effectiveness, such as the work of J. Richard Hackman in his seminal book "Leading Teams: Setting the Stage for Great Performances", this course explores the critical conditions that enable teams to thrive. Participants will delve into the psychology of team dynamics, master effective communication techniques, and learn to navigate conflict constructively. BIG BEN Training Center has developed this curriculum to empower leaders and team members to diagnose team health, implement targeted interventions, and drive measurable results that align directly with strategic business objectives, ensuring every team becomes a powerhouse of productivity and innovation.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Project Managers and Program Coordinators.
- Department Heads and Functional Managers.
- Human Resources Professionals and Business Partners.
- Aspiring leaders and high-potential employees.
- Scrum Masters and Agile Coaches.
- Executives and senior managers seeking to enhance organizational teamwork.
- Cross-functional team members.

Target Sectors and Industries:

- Information Technology and Software Development.
- Healthcare and Pharmaceutical sectors.
- Banking, Finance, and Insurance.
- Engineering and Manufacturing.
- Telecommunications and Media.
- Retail and Consumer Goods.
- Professional Services and Consulting.
- Government agencies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources and Talent Development.
- Operations and Production.
- Project Management Office (PMO).
- Sales and Marketing.
- Research and Development (R&D).
- Customer Service and Support.
- Information Technology (IT).
- Finance and Accounting.
- Quality Assurance.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze and diagnose the current state of team performance and dynamics.
- Implement proven models for team development and cohesion.
- Develop and apply advanced communication strategies for enhanced collaboration.
- Master techniques for providing constructive feedback and managing performance.
- Lead effective and goal-oriented team meetings.

- Apply conflict resolution strategies to maintain a positive team environment.
- Foster a culture of psychological safety, trust, and accountability.
- Set clear, motivating, and measurable team goals (OKRs and SMART goals).
- Enhance team problem-solving and decision-making capabilities.
- Motivate and engage team members for sustained high performance.
- Manage the unique challenges of remote and hybrid team environments.
- Drive innovation and adaptability within the team.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application, ensuring that learning is both dynamic and enduring. This course adopts an experiential learning approach, moving beyond traditional lectures to immerse participants in real-world scenarios. The curriculum is built around a blend of interactive workshops, expert-led presentations, and collaborative group discussions that encourage peer-to-peer learning. A significant portion of the training is dedicated to hands-on activities, including role-playing exercises for conflict resolution, case study analysis of high-performing teams, and practical simulations of team leadership challenges. Participants will work in teams to solve complex problems, allowing them to apply new concepts immediately and receive instant feedback from both the facilitator and their peers. This action-oriented approach ensures that attendees do not just learn the theories of team efficiency but also build the confidence and skills to implement these powerful strategies effectively within their own organizational context upon their return to the workplace.

Course Agenda (Course Units):

Unit One: The Foundations of High-Performance Teams

- Defining team performance and efficiency.
- The five stages of team development: Forming, Storming, Norming, Performing, Adjourning.
- Understanding team roles and responsibilities using models like Belbin's Team Roles.
- Establishing clear team charters, missions, and ground rules.
- The critical role of psychological safety in team success.
- Differentiating between a workgroup and a true team.
- Key characteristics of high-impact teams in modern organizations.

Unit Two: Mastering Team Communication and Collaboration

- Core principles of effective interpersonal communication.
- Active listening and powerful questioning techniques.
- Understanding and adapting to different communication styles (e.g., DISC).
- Strategies for running productive and engaging team meetings.
- Leveraging technology for seamless remote and hybrid team collaboration.
- Building a culture of open and honest feedback.
- Non-verbal communication and its impact on team dynamics.

Unit Three: Leadership, Motivation, and Engagement

- Exploring different leadership styles for team management.
- Applying motivational theories (e.g., Herzberg, Maslow) in a team context.
- Techniques for empowering team members and delegating effectively.
- Building and sustaining trust within the team.
- Strategies for boosting employee engagement and morale.
- Recognizing and rewarding team contributions and achievements.
- The leader's role in coaching and developing team members.

Unit Four: Driving Performance and Managing Conflict

- Setting SMART goals and Objectives and Key Results (OKRs) for teams.
- Developing key performance indicators (KPIs) to measure team success.
- Conducting effective performance review conversations.
- Identifying the root causes of team conflict.
- Applying conflict resolution models like the Thomas-Kilmann Instrument (TKI).
- Mediating disputes and facilitating constructive dialogue.
- Establishing a framework for team accountability and ownership.

Unit Five: Fostering Innovation and Future-Ready Teams

- Techniques for creative problem-solving and brainstorming.
- Building a team culture that embraces change and adaptability.
- Introduction to Agile and Scrum methodologies for enhanced efficiency.
- Leading teams through organizational change and uncertainty.
- Conducting after-action reviews for continuous improvement.
- Developing a strategic plan for long-term team growth and success.
- Final project: Creating a team performance improvement plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a leader balance the drive for immediate team efficiency with the long-term need for innovation and psychological safety?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a holistic and deeply practical framework for team excellence, moving beyond surface-level tips and theories. While many programs focus on isolated skills, this curriculum integrates the interconnected pillars of communication, leadership, performance management, and psychological safety into a unified strategy. It is grounded in robust academic research, such as the work on team effectiveness by scholars like J. Richard Hackman, but translates these complex ideas into actionable, real-world applications that managers can implement immediately. A key differentiator is the strong emphasis on diagnosing team-specific issues before applying solutions, empowering participants to become strategic team architects rather than just managers. The content is continuously updated to address contemporary challenges, including the nuances of leading remote and hybrid teams and fostering resilience in a fast-paced environment. The interactive, case-study-driven methodology ensures that learning is not passive; participants actively engage in solving problems, mediating conflicts, and crafting performance plans, ensuring they leave with not just knowledge, but with the confidence and competence to build truly high-impact teams.