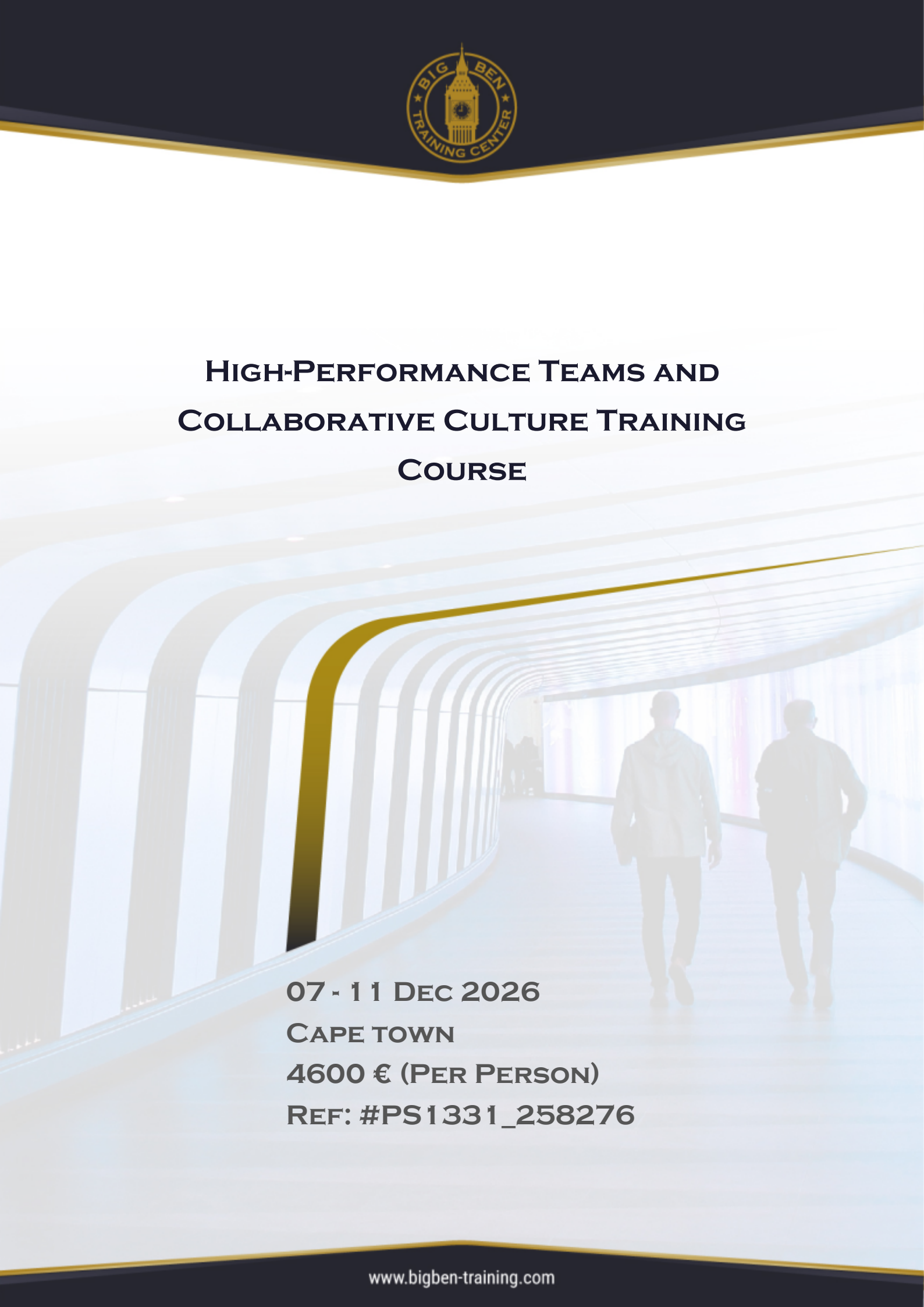
High-Performance Teams and Collaborative Culture Training Course



07 - 11 Dec 2026

Cape town

4600 € (Per Person)

Ref: #PS1331_258276

Course Introduction / Overview:

This course provides a comprehensive framework for building and sustaining high-performance teams and fostering a deeply collaborative organizational culture. In today's dynamic business environment, the ability to work cohesively is no longer a soft skill but a critical competitive advantage. This program moves beyond traditional team-building exercises to address the core elements that drive exceptional team results, including psychological safety, trust, constructive conflict, and shared accountability. Drawing on foundational concepts from thought leaders like Patrick Lencioni, author of "The Five Dysfunctions of a Team," participants will learn to diagnose team health and implement practical strategies for improvement. The curriculum is designed to equip leaders and team members with the tools to navigate complex team dynamics, enhance communication, and unlock collective potential. At BIG BEN Training Center, we believe that a strong collaborative culture is the engine of innovation and resilience, and this course provides the roadmap to build and maintain that engine for long-term success.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Project Managers and Program Managers.
- Department Heads and Functional Managers.
- Human Resources Professionals and Business Partners.
- Scrum Masters and Agile Coaches.
- Emerging leaders and high-potential employees.
- Any professional seeking to improve teamwork and collaboration skills.
- Cross-functional team members.

Target Sectors and Industries:

- Information Technology and Software Development.
- Healthcare and Pharmaceutical.
- Banking, Finance, and Insurance.
- Engineering and Manufacturing.
- Telecommunications.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Government Agencies and Public Sector Organizations.
- Non-Profit and Educational Institutions.

Target Organizations Departments:

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

Course Offerings:

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

- Diagnose the current state of team dynamics and identify key areas for improvement.
- Implement strategies to build psychological safety and trust within teams.
- Facilitate effective and open communication channels for seamless collaboration.
- Apply constructive conflict resolution techniques to turn disagreements into opportunities.
- Foster a culture of accountability and commitment to shared team goals.
- Develop leadership skills to inspire and motivate high-performing teams.
- Enhance decision-making processes within a group setting.
- Manage the unique challenges of remote and hybrid team collaboration.
- Measure and track team performance using relevant metrics.
- Lead initiatives to embed a collaborative culture across the organization.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. We employ an experiential learning model that blends expert-led instruction with interactive activities. Participants will engage in a variety of learning formats, including dynamic presentations, facilitated group discussions, and in-depth case study analyses of real-world team challenges. A significant portion of the course is dedicated to hands-on workshops and role-playing scenarios, allowing participants to practice new skills in a safe and supportive environment. This approach ensures that theoretical concepts are immediately translated into practical, applicable tools. Peer-to-peer learning is highly encouraged, fostering a collaborative atmosphere where participants can share experiences and insights. Our instructors provide continuous, constructive feedback to guide personal development and ensure that the learning objectives are met. The focus is not just on acquiring knowledge, but on building the confidence and competence to drive tangible improvements in team performance and organizational culture back in the workplace.

Course Agenda (Course Units):

Unit One: Foundations of High-Performance Teams

- Defining a high-performance team versus a standard workgroup.
- Understanding the stages of team development (Tuckman's Model).
- Identifying essential roles and responsibilities within a team (Belbin's Team Roles).
- The critical link between team effectiveness and organizational success.
- Establishing clear team goals, purpose, and a compelling vision.
- Setting ground rules and a team charter for effective operation.
- Assessing the current performance level of your team.

Unit Two: Building the Core of a Collaborative Culture

- The foundational role of trust in team performance.
- Strategies for building and repairing trust among team members.
- Creating psychological safety for open communication and risk-taking.
- Techniques for fostering an environment of mutual respect and inclusion.
- The leader's role in modeling and championing a collaborative culture.
- Understanding the impact of organizational culture on team behavior.
- Activities and practices to reinforce collaborative norms.

Unit Three: Mastering Team Communication and Dynamics

- Exploring different communication styles and their impact on the team.
- Developing active listening and powerful questioning skills.
- Giving and receiving constructive feedback effectively.
- Running productive and engaging team meetings.
- Leveraging technology for effective communication in remote and hybrid teams.
- Navigating cross-cultural communication challenges.
- Understanding non-verbal cues and their role in team dynamics.

Unit Four: Navigating Conflict and Enhancing Decision-Making

- Viewing conflict as an opportunity for growth and innovation.
- Identifying the root causes and different types of team conflict.
- Applying the Thomas-Kilmann Conflict Mode Instrument (TKI).
- Techniques for mediating and resolving disputes constructively.
- Consensus-building and collaborative decision-making models.
- Avoiding common pitfalls like groupthink and analysis paralysis.
- Establishing clear accountability for decisions and actions.

Unit Five: Leading and Sustaining High-Performance

- Leadership styles that foster team autonomy and empowerment.
- Motivating and engaging team members for long-term success.
- Coaching and developing individual and team capabilities.
- Managing the unique challenges of virtual and hybrid team leadership.
- Celebrating successes and learning from failures as a team.
- Implementing continuous improvement cycles for team processes.
- Creating a strategic plan to sustain high performance over time.

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:

Considering the rise of hybrid work models, how must traditional strategies for building team cohesion and psychological safety evolve to remain effective?

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

This course distinguishes itself by adopting a holistic and systemic approach to team development. Unlike programs that focus on isolated activities or superficial team-building games, this training delves into the underlying structures and behaviors that create a sustainable high-performance culture. It integrates proven psychological principles with practical, actionable leadership strategies, moving beyond mere theory. We emphasize the critical concept of psychological safety as the bedrock of all effective teams, a topic often overlooked in standard courses. The curriculum is uniquely structured to build skills progressively, starting with the individual's role and expanding to team dynamics and organizational culture. Furthermore, the course content is deeply rooted in real-world application, using relevant case studies and interactive scenarios that mirror the complex challenges participants face in their own workplaces. The focus is not on providing a temporary motivational boost, but on equipping leaders and team members with a durable framework and a practical toolkit to diagnose issues, facilitate difficult conversations, and drive continuous improvement long after the training is complete.