Soft skills

Building a High-Performing Team

Two days to turn a group of people into a team that delivers its results: a common goal, clear roles, shared working rules, useful meetings and a healthy way of handling disagreement. Managers assess the maturity of their own team, work on the levers of each stage of its development and build the team charter and action plan they will present to their employees.

Duration : 2 days

Objectives

1. Describe the characteristics of a high-performing team and the stages of team development
2. Diagnose the maturity and dysfunctions of your own team
3. Clarify the team's common goal, roles and working rules
4. Run effective collective rituals: team meeting, shift-start briefing, performance review
5. Build a team charter and an action plan for collective development

Programme

Day 1 — morning

• Group or team: common goal, interdependence, shared responsibility for results

• The stages of team development, from formation to maturity, and the manager's role at each stage

• Frequent dysfunctions: fragile trust, avoided disagreements, vague commitments, individual results before the collective

• Self-assessment of your team's maturity

Day 1 — afternoon

• Common goal and collective objectives: linking the team's work to the department's results

• Roles and complementarities: who does what, who covers for whom, critical skills

• Working rules: punctuality, information, mutual help, handling mistakes

• Exercise: a roles and skills matrix for your team

Day 2 — morning

• Deciding as a team: consultation, consensus, the manager's decision, and when to use each mode

• Useful disagreement: bringing differing views out before the decision

• Team rituals: weekly meeting, shift-start briefing, visual tracking board

• Tracking collective performance with a few shared, displayed indicators

Day 2 — afternoon (workshop)

• A collective cooperation exercise under time constraint, followed by a debrief

• Workshop: a team charter (goal, roles, rules, rituals, indicators) for your team

• A three-month action plan and preparing its presentation to the team

• Knowledge test and presentation

Teaching methods

• Self-assessment of the maturity of each participant's team
• A collective cooperation exercise, observed then debriefed in a structured way
• Case studies: a multi-site maintenance team, a customer service floor, a dock team in distribution
• Sub-group work on team charters, with cross-review
• Possible format for an existing team or a management committee, on its own workings

Assessment and documents

Quiz at the end of the first day and knowledge test at the end of the session, post-training evaluation at D+1. Numbered training certificate, verifiable online, for each participant; training report given to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

For a manager who is building or renewing their team, "Recruiting and Building a Team" and "Setting Objectives and Measuring Team Performance" complement these two days.

Practical information

Duration	2 days
Audience	Managers, department heads, project leaders, management committees
Prerequisites	Manage or lead a team
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Can a whole team attend with its manager?
Yes. The session then deals with that team's real workings and the charter is built together. In a group of managers from different teams, each works on their own team.

How is this different from "Motivating and Engaging Your Team"?
The motivation day deals with the engagement of each employee. These two days treat the team as a whole: goal, roles, rules, collective decisions and shared indicators.

Do we need to have taken another course first?
No. Managers who have already taken "Building Trust in Your Team" will find the question of trust again here, treated as one of several possible dysfunctions.

Can this course be funded?
It can be part of the company's training plan and be the subject of a file under the OFPPT special training contracts, according to the rules in force. We prepare this file with you.