**DIRECTORATE OF TRAINING : UNION TERRITORIES CIVIL SERVICES**

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**

Institutional Area, Shahdara, Behind Karkardooma Courts, Shahdara Delhi 110032

**LEARNING UNITS OF TRAINING SESSIONS ON “INTER-PERSONAL SKILLS: TEAM BUILDING”**

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| Name of the Package of Courses | **Essential Life Skills** |
| Duration of the Course  | Two days  |
| Number of Sessions | Eight (08) |
| Training Branch  | IV |
| Name of Course Coordinator  | Assistant Director (TS-IV) |
| **Enabling Objectives** | Contents & Sequence | **Method of Training** |
| **DAY - 1** |
| **Session – I -10.00 a.m. to 11.15 a.m.** | **Understanding Teams**  |  |
| **The Significance of teams** | History and Meaning of working togetherIndividual Vs teamsWhy do we form teamsNeed to Build good teams | Lecture, DiscussionActivity about Individual responsibility and the aspect of taking accountability |
| **Session – II - 11.30 a.m. to 12.45 p.m.** | **Groups and teams** |  |
| **Distinguishing teams from groups**  | Making of groupsHow are groups different from teamsFunctional teams versus long term groups | Group activity and a team activity to clearly understand the difference |
| **Session – III - 1.45 p.m. to 3.00 p.m.** | **Making of teams** |  |
| **The beginning of teams** | Whole is greater than sum of its partsMaking real teamsAssessment of strengths and weaknesses of team membersLearning to build together | Real time teams – one small activity for competing and one activity to see how different teams collaborate |
| **Session – IV - 3.15 p.m. to 4.30 p.m.** | **Team Life cycle** |  |
| **The process of team building** | Understanding the team’s life cycleFormingStormingNormingPerformingDispersing | A longer and moderately complex team task to understand the cycle in real time |

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| **DAY – 2** |
| **Session – V - 10.00 a.m. to 11.15 a.m.** | **Group dynamics in Teams**  |  |
| **Functions of groups** | Significance of Group dynamicsWhat causes poor group dynamicsWeak LeadershipExcessive deference to authorityBlockingEvaluation apprehension | Lecture, Discussion |
| **Session – VI - 11.30 a.m. to 12.45 p.m.** | **Understanding leadership in Group dynamics** |  |
| **Leadership aspects in working teams** | Situational leadership different from hierarchical leadership rolesThe need to communicate in teams and ways to make sure there are least gaps in communication | Situational leadership activity |
| **Session – VII - 1.45 p.m. to 3.00 p.m.** | **Communication and Conflict Management** |  |
| **Communicating** | The importance of group responsibilityUnderstanding insecuritiesConflict handling in the teamsNot making in groups | Case studies for team conflicts |
| **Session – VIII - 3.15 p.m. to 4.30 p.m.** | **Strategies for improving Teams** |  |
| **The whole process and its replicability** | Knowing your team wellDefining team rolesUnderstand people rolesThe usual leaderThe thinkerThe executorsThe difficult to leadThe grapevine typeThe arbitratorThe collaboratorWorking together to meet goals – priorities and possibilitiesStrategies - some basic do’s and don’ts in Team Building and Group DynamicsTest / Questionnaire on Team Building and Group Dynamics | Team work activity that helps draw out their individual roles |