**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 together  Individual Vs teams  Why do we form teams  Need to Build good teams | Lecture, Discussion  Activity 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 groups  How are groups different from teams  Functional 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 parts  Making real teams  Assessment of strengths and weaknesses of team members  Learning 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 cycle  Forming  Storming  Norming  Performing  Dispersing | 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 dynamics  What causes poor group dynamics  Weak Leadership  Excessive deference to authority  Blocking  Evaluation 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 roles  The 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 responsibility  Understanding insecurities  Conflict handling in the teams  Not 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 well  Defining team roles  Understand people roles  The usual leader  The thinker  The executors  The difficult to lead  The grapevine type  The arbitrator  The collaborator  Working together to meet goals – priorities and possibilities  Strategies - some basic do’s and don’ts in Team Building and Group Dynamics  Test / Questionnaire on Team Building and Group Dynamics | Team work activity that helps draw out their individual roles |