



# How to Build a Strong Team

Presented by Dave Oakes Seminars



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## **The Essentials of Teamwork:**

**13 characteristics of a successful team**  
**The difference between groups and teams**  
**Team chemistry and personality styles** 11  
**keys to building team trust**  
**How to build team member confidence**



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## **The Role of Communication in Teamwork:**

**Total communication: words, tone & body language**

**How to be an active listener**

**Passive, aggressive & assertive messages**

**How to give and accept criticism**

**Eight tips for helping team members communicate better**



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## **Dealing With Team Conflict:**

**Causes of team conflict**

**Recognizing counterproductive team member activities**

**How to establish ground rules**

**Barriers to resolving conflict**

**How to resolve conflict**



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## **Shared Problem Solving and Decision Making:**

**Brainstorming: Finding ideas and solutions**

**What keeps teams from solving problems**

**How to avoid conflict and controversy**

**How to identify your problem solving style**

**10 factors that influence a team**



**Contact us today  
to schedule your  
on-site  
training!**

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