

BUILDING CORE TEAM COMPETENCIES

“Strengthening Collaboration, Trust, and Accountability for High-Impact Team Performance”

Schedule

Date	Venue	Fees (Face-to-Face)
22 - 23 Jan 2026	Kuala Lumpur, Malaysia	USD 1,995 per delegate
13 - 14 May 2026	Dubai, UAE	USD 1,995 per delegate
24 - 25 Sep 2026	Dubai, UAE	USD 1,995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Great teams don't happen by accident—they are built through shared values, intentional communication, and clearly defined roles. Whether you're leading a new team or improving performance in an existing one, the foundation of high-performing teams lies in a deep understanding of trust, accountability, and collaboration.

This two-day course helps leaders and team members build essential team competencies that lead to better execution, stronger relationships, and lasting impact. Participants will explore practical frameworks and real-life challenges that teams face and gain skills to create a team culture that drives success.

Objectives

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

- Understand and develop the key competencies that define high-performing teams.
- Strengthen trust, accountability, and commitment across team members.
- Facilitate productive conflict and communication within teams.
- Align goals, roles, and expectations for efficient teamwork.
- Apply practical tools for diagnosing and improving team dynamics.
- Foster a culture of feedback, support, and shared success.

Why Attend

- Gain tools and strategies for building cohesive, results-driven teams.
- Learn to identify and address dysfunctions that weaken collaboration.
- Improve communication, conflict resolution, and mutual accountability.
- Strengthen team decision-making and problem-solving effectiveness.
- Create a clear path toward sustained team growth and success.

Target Audience

This program is designed for:

- Team leaders, project leads, and supervisors
- Functional managers and coordinators
- Cross-functional and virtual team members
- Professionals seeking to enhance team effectiveness
- HR professionals involved in team development

Individual Benefits

Key competencies that will be developed include:

- Team alignment and role clarity
- Trust building and conflict navigation
- Communication and feedback skills
- Accountability and performance coaching
- Emotional intelligence and collaboration

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved team engagement and performance outcomes
- Fewer conflicts and stronger internal collaboration
- Greater team ownership of goals and results
- A stronger, unified team culture
- Enhanced leadership capacity across departments

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Group Workshops – Real-time team simulations and diagnostics
- Case Studies – Common team challenges and success models
- Frameworks – Based on Lencioni’s Five Dysfunctions and team health tools
- Tools – Team charters, role clarity grids, and feedback templates
- Role-Plays – Conflict handling, coaching conversations, and alignment sessions
- Reflection – Team maturity mapping and personal action plans

Course Outline

Training Hours: 7:30 AM - 3:30 PM

Daily Format : 3-4 Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Foundations of Team Performance

- **Module 1: Understanding High-Performing Teams (07:30 - 09:30)**
 - Defining characteristics of great teams
 - Stages of team development (Tuckman model)
 - Lencioni's Five Dysfunctions of a Team
- **Module 2: Building Trust and Psychological Safety (09:45 - 11:15)**
 - Creating a culture of openness and honesty
 - Trust-building behaviors and trust breakers
 - Vulnerability-based leadership
- **Module 3: Clarifying Roles, Goals, and Expectations (11:30 - 01:00)**
 - Team charters and shared visioning
 - Avoiding ambiguity in goals and roles
 - Aligning on mutual expectations
- **Module 4: Workshop - Team Diagnostic & Alignment Plan (02:00 - 03:30)**
 - Team assessment using diagnostic tools
 - Drafting a plan for better alignment

Day 2: Communication, Conflict, and Accountability

- **Module 5: Communication Styles and Team Dialogue (07:30 - 09:30)**
 - Recognizing and adapting to communication styles
 - Structured dialogue tools (SBIN, DESC)
 - Listening to understand, not to reply
- **Module 6: Navigating Conflict and Difficult Conversations (09:45 - 11:15)**
 - Reframing conflict as constructive
 - Addressing avoidance or passive-aggressive behavior
 - Mediating intra-team tension
- **Module 7: Accountability and Performance Culture (11:30 - 01:00)**
 - Creating peer-to-peer accountability systems
 - Feedback that inspires change
 - Linking accountability to team values
- **Module 8: Final Simulation and Team Charter Wrap-Up (02:00 - 03:30)**
 - Simulation: Resolve a team breakdown
 - Finalization of team charter and individual action plans

Certification

Participants who complete the program will receive a Certificate of Completion in **Building Core Team Competencies**, recognizing their ability to lead, strengthen, and contribute to high-functioning and results-driven teams.

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