



Power of Team Norms – Course Outline

This workshop supports your team's long-term transformation. Achieve commitment to excellence and appreciation for individual strengths by identifying results-driven behaviors that generate buy-in, drive action and effect change. In this workshop, teams collaborate on a four-step process to develop a set of operating norms that will guide their daily behaviors.

Learning Objectives:

In this workshop we highlight:

- Importance of team norms
- Importance of psychological safety
- Emergenetics Attributes and psychological safety
- Process of crafting team norms
- Workshop summary and action plan

Learning Outcomes:

By the end of this module, students will be able to:

- Describe their operating norms and their role in team performance
- Utilize varying approaches to create psychological safety for each Emergenetics Attribute
- Assess the success of their team norms and adjust accordingly to support improved communication and performance
- Immediately begin integrating their newly created team norms

Agenda:

Morning

- Introductions, Objectives & Agenda
- Importance of Norms
- Thinking Attributes & Norms
- Behavioural Attributes & Norms

Afternoon

- Crafting Team Norms
- Implementing Team Norms; Commitment & Accountability
- Business Application Activity
- Reflections & Action Items

Delivery Method:

Our full-day program is delivered in a classroom setting where participants are immersed in the concepts from start to finish.

Assessment Methods:

Participants are assessed on their attendance, participation and completion of all course components; including quizzes, assignments and discussions. They will also be required to prepare a presentation to deliver key concepts to the class.

Module Hours & Duration:

7 Hours over the course of 1 day

Total cost:

5-9 participants	\$850 + GST pp
10-16 participants	\$675 + GST pp
17-19 participants	\$650 + GST pp
20-24 participants	\$600 + GST pp
25-27 participants	\$525 + GST pp
>27 participants	\$475 + GST pp

Facilitators:

Tara-Lee Goerlitz, B.Comm

CEO & Lead Facilitator/Trainer - NexLevel Challenge Ltd.

Tara-Lee is an Advanced Certified Associate for Emergenetics Canada & Certified Challenge Course Practitioner through ACCT. Tara-Lee's primary role is training & facilitating workshops and advising organizations on best practices to develop high performing & engaged teams. In this capacity, she helps organizations address challenges such as communication, change management, leadership development, fostering a culture of collaboration, alignment, trust, and developing dynamic teams.

Tara-Lee is an experienced professional learning leader and facilitator of team effectiveness & culture development and her 20 years of business experience and proven performance solutions have helped a variety of businesses maximize their potential and create performance breakthroughs.

Tara-Lee is a member of the Strategic Capability Network and the Women's Executive Network and is a mentor with U of C's Haskayne Mentorship Program.

Troy Fredeen

COO & Challenge Course Manager - NexLevel Challenge Ltd.

Troy co-facilitates Team Training workshops and partners with organizations to embed the Team Training and productivity concepts into organizations.

With over 10 years' experience in banking, auditing and management, Troy understands the unique challenges faced by teams in the corporate world. With a passion for detail and with technical expertise, Troy manages all aspects of our Challenge Course. He is responsible for the equipment, training, ongoing course inspections and all local operating procedures.

Troy obtained his Agricultural Business Diploma in Finance from Olds College and over the past 15 years has furthered his education through the Athabasca and Dalhousie Universities to obtain his Fellow of the Credit Union Institute of Canada designation.

Troy holds his certification in American Red Cross Wilderness and Remote First Aid, CPR/AED for the Professional Rescuer and is professionally certified as a Level 2 Challenge Course Practitioner.