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COURSE BROCHURE

Developing High-Performing Teams for Team Leaders Training Course

22 – 26 March 2027
Vienna

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Ref: 1194_44866 **Date:** 22 – 26 March 2027 **Location:** Vienna **Fees:** 5900 GBP

Developing High-Performing Teams for Team Leaders is a 1-week training course for team leaders and line managers, built around a Team Performance Agreement that each participant drafts for their own unit. Faster delivery cycles and leaner structures mean that a group of capable individuals no longer produces results unless roles, goals and working habits are shaped. Jupiter Prime Training created this Developing High-Performing Teams for Team Leaders course to give first-line leaders that shaping craft.

Why Developing High-Performing Teams for Team Leaders Matters Now

Two forces press on team leaders. Leaner structures place more delivery responsibility on small units, so unclear roles or unspoken conflict quickly slow output. Employees also expect to speak up, contribute ideas and see how their work links to wider goals. Units that develop well deliver more with the same headcount and keep their best people; those that drift lose time to rework, blame and disengagement. The course draws on the Tuckman model of group development, Belbin team roles, Lencioni's five dysfunctions of a team and the Katzenbach and Smith team performance curve.

Who Gains Most from Developing High-Performing Teams for Team Leaders

- Team leaders responsible for the daily output and morale of an operational unit
- Line managers who set goals, allocate roles and run regular performance conversations
- Supervisors taking over an existing group that has stalled or split into factions
- Project coordinators who build temporary groups from staff across departments

Operations, customer service and finance departments gain most when several team leaders attend together and agree one approach to goals, roles and friction.

Developing High-Performing Teams for Team Leaders Capabilities

Participants move a group from loose cooperation to a unit that sets its own standards and raises them.

- Assess the stage of development a unit has reached — leadership style choices
- Align individual objectives with a shared goal — members and senior sponsors
- Design role maps that remove overlaps and gaps — workload and accountability
- Build habits of candour and speaking up — early warning of problems
- Apply structured conversations to resolve friction — pace of delivery
- Test unit health through regular performance reviews — the line manager above

Key Developing High-Performing Teams for Team Leaders Terms

- Team performance curve — a model showing how groups move from working groups to real and high-performing teams.
- Belbin team roles — nine behavioural roles people tend to play in a group, used to balance contributions.
- Psychological safety — a shared belief that members can raise concerns or admit mistakes without fear of punishment.
- Role map — a simple chart showing who owns, contributes to and is informed about each key task.
- Productive conflict — open debate about ideas that improves decisions without damaging relationships.
- Team retrospective — a regular session in which a unit reviews what worked, what did not and what to change.

Developing High-Performing Teams for Team Leaders Day by Day

Day 1: How Teams Form and Grow

- Tuckman Stages of Forming to Performing — Matching Leadership to Stage
- Katzenbach and Smith Performance Curve — Working Group or Real Team
- Team Diagnostic Questionnaire — Spotting Strengths and Blockers
- Team Leader Role Shift — From Supervising Tasks to Shaping Habits
- Case Comparison From Manufacturing and Customer Service — Patterns of Success

Day 2: Shared Goals and Clear Roles

- Shared Goal Statement — Linking Unit Purpose to Organisational Aims
- Cascading Objectives With SMART Criteria — Individual Accountability
- Belbin Team Roles Profile — Balancing Strengths Across Members
- Role Mapping Exercise — Removing Overlaps and Gaps
- Decision Rights Agreement — Who Decides, Who Advises

Day 3: Trust and Psychological Safety

- Lencioni Five Dysfunctions Model — Diagnosing Absence of Trust
- Speaking-Up Practices — Inviting Concerns and Dissent
- Leader Vulnerability and Admitting Errors — Modelling Candour
- Team Norms Canvas — Agreeing Everyday Behaviours
- Inclusion Check — Hearing Quieter and Newer Members

Day 4: Friction, Feedback and Performance Reviews

- Sources of Team Friction — Roles, Resources, Values and Personalities
- Productive Conflict Conversations — Separating People From Problems
- Peer Feedback Rounds — Building Mutual Accountability
- Team Performance Review Meeting — Scorecard, Trends and Actions
- Team Retrospective Format — Continuous Improvement of Habits

Day 5: Practising the Team Performance Agreement

- Stage Diagnosis of Your Own Unit — Applying the Development Models
- Role Map and Goal Alignment Draft — Testing for Gaps
- Friction Scenario Role-Play — Applying Conflict Conversations
- Review Rhythm Design — Monthly Reviews and Retrospectives
- Team Performance Agreement — Final Version for Team Discussion

Applying Developing High-Performing Teams for Team Leaders After the Course

- Hold a session in which the unit agrees its shared goal, role map and everyday norms.
- Run a first team retrospective and a performance review meeting using the formats practised.

Developing High-Performing Teams for Team Leaders Questions FAQ

What is developing high-performing teams for team leaders and why does it matter now?

It is the craft of turning a group of capable people into a unit that sets and meets high standards together. It matters now because leaner structures leave little room for unclear roles or hidden conflict.

Which roles gain most from developing high-performing teams for team leaders training?

Team leaders, line managers and supervisors gain most. You benefit if you set goals, allocate work and handle the daily friction that slows your unit's output.

How does developing high-performing teams for team leaders differ from senior leadership courses?

It focuses on the unit a first-line leader runs, not on strategy or leading other managers. You work on goals, roles, trust, friction and review habits within one team.

What do you bring back from developing high-performing teams for team leaders training?

You bring back an agreement drafted for your own unit. It sets out the shared goal, role map, norms and review rhythm that your members can discuss and adopt.

Developing High-Performing Teams for Team Leaders: The Way Forward

The Team Performance Agreement first informs how a team leader opens the next unit meeting and resets roles. Members and the line manager above use it to track goals, norms and review outcomes. After the first two retrospectives, the norms section deserves a second look, because real friction shows which agreed behaviours hold and which need rewording.