COURSE BROCHURE

# Leading High-Performance Teams

An applied course that equips team leaders with tools to build a cohesive team working toward shared goals, with clear roles and the trust that drives results.

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| Code | HT-MGT-103 |
| Category | Management & Leadership |
| Duration | 1 week |
| Level | Intermediate |
| City | Dubai |

## Introduction

High performance does not come from putting capable people in one room. Teams that consistently excel share a clear purpose, agreed ways of working, and a climate where people can ask questions and admit mistakes.

## Objectives

- Diagnose a team's development stage and its performance strengths and gaps
- Build a team charter that clarifies purpose, roles and working norms
- Strengthen psychological safety and trust among team members
- Turn disagreement within the team into constructive debate
- Measure, review and continuously improve team performance

## Who should attend

- Team leaders and section supervisors
- Department managers responsible for several teams
- Project managers leading cross-functional teams
- HR staff responsible for team development

## Skills you will develop

- Team effectiveness diagnosis
- Building trust and psychological safety
- Managing constructive conflict
- Team performance measurement

## Learning Outcomes

- Carry out a structured effectiveness diagnosis of a real team
- Produce a written team charter ready for immediate use
- Design a simple dashboard to track team performance
- Facilitate a periodic team review after a work phase

## Course Outline

### Day 1: What Makes a High-Performance Team

- Traits of high-performing and struggling teams

- Stages of team development and the leader's role in each
- Diagnosing the team's current state

### Day 2: Clarity and Accountability

- Defining team purpose and shared goals
- Clarifying roles and responsibilities with a RACI matrix
- Decision rules within the team

### Day 3: Trust and Psychological Safety

- Psychological safety and its effect on performance
- Leader behaviors that build or erode trust
- Treating mistakes as learning opportunities

### Day 4: Conflict and Collaboration

- Productive disagreement versus destructive conflict
- Facilitating discussion and group decisions
- Leading distributed and hybrid teams

### Day 5: Performance Measurement and Continuous Improvement

- Team performance indicators and review rhythm
- Periodic retrospectives and capturing lessons
- Applied project: a team charter and performance improvement plan for the participant's own team

## Training methodology

Team effectiveness diagnostics applied to participants' own teams
Group exercises modeled on real team challenges
Team charter workshop using ready templates
Simulated periodic review session for a working team

## Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

## Upcoming dates

| City | Dates | Language | Fee |
|---|---|---|---|
| Dubai | 19 – 23 April 2027 | EN | EUR 4,500 |
| Dubai | 18 – 22 October 2027 | AR | EUR 4,500 |

Fees are per participant.

## Contact us


Email info@harbor4training.com

Address istanbul Turkey


To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/leading-high-performance-teams