

Team Building and Training



Trust is the Key to Team Success

In teamwork, interpersonal conflict is the single most frequently cited reason for failure to meet deadlines as well as for miscommunication, stress, inefficiency, and low productivity.

The key to effective and harmonious teams, durable results, and creative problem solving is TRUST. Trust forges cohesive teams in which members work together more productively, supporting each other to meet deadlines and achieve common goals.

As business organizations grow in complexity, the need for cohesive work teams also grows. **Persona GLOBAL**®, Inc.'s Team Building and Training workshop lays a solid foundation of mutual understanding and Trust through a comprehensive People Skill program that helps teams reach their full potential.

Workshop Features & Benefits

- Renewed team spirit.
- Renewed commitment to project goals and vision.
- Provides a foundation to support effective teamwork.
- Reduction of interpersonal tension and stress.
- Team members gain the ability to build trust by creating win/win situations.
- Team members learn strategies that lead to individual achievement and team success.
- Team members leave with an understanding of the strategies that lead to individual achievement and team success.
- Team members learn to better understand, respect, and respond to each other's needs.

Objectives—In this two-day course, you will:

- Examine and discover how and why people do or do not communicate effectively with each other.
- Develop a practical and systematic method for identifying the needs of others by observing their behavior
- Learn to see yourself as others perceive you and, by so doing, know yourself better.
- Learn how to build trust, and practice empathy and flexibility in your communications with others.
- Apply the *Gameplan*™ expert system to create a computerized plan for resolving a real-life communications gap.
- Ensure continued use of your new skills to bring results again and again.

Who Should Attend?

All personnel whose teamwork is critical to their company's success.

ABOUT THE AUTHOR



Jon Gornstein
 Founder and President of **Persona GLOBAL**®

Jon Gornstein has devoted his 29-year career to helping major multinational corporations make changes in leadership and corporate culture, improve organizational alignment, enhance performance and strengthen communications. He has consulted in more than 48 countries to companies such as IBM, Glaxo SmithKline, Cathay Pacific Airways, Goldstar, and Hilton Hotels.



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ABOUT **Persona GLOBAL**®

Persona GLOBAL® is a worldwide provider of assessment tools and methodologies for corporations facing challenges in change leadership, communication, organizational alignment, sales, customer service and management. **Persona GLOBAL**®, Inc.'s metrics and methodologies are currently available in 62 countries; its programs have been translated in up to 48 languages. More than 1,100 certified **Persona GLOBAL**® practitioners around the world serve their clients as strategic business partners.

Corporations that have benefited from **Persona GLOBAL**® Programs include:

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| • BMW | • Applied Materials | • British Airways |
| • Mitsubishi | • Dell Computer | • Japan Airlines |
| • Disney | • IBM | • Credit Suisse |
| • Coca-Cola | • Alcatel | • American Express |
| • Hitachi | • Motorola | • SONY Music Entertainment |