

## TEAM DEVELOPMENT WORKSHOP

**This workshop teaches specific strategies to club general managers, which allow them to assist their department heads in working through a variety of challenges in the private club business.**

The session begins by looking at the differences between a **“Winning Team”** and a **“Work Group.”** We will review the typical performance curve of successful teams and discuss how to help the team perform at a consistently high level.

There is a brief lecture on **“The Lucky 13...Management Strategies that really work!”** Every general manager will relate to these techniques for improving their management performance and the relationship they have with their department heads. Many attendees say this is their favorite part of the workshop.

We will participate in a series of exercises focused on how to work together as a team and we will discuss how to **really communicate** rather than just talk about it. The next lecture will discuss **coaching/counseling** of employees and how to decide which technique is appropriate.

The concept of **“empowerment”** and **“self managed teams”** will be discussed but with an **important distinction** that will always determine whether or not these strategies are successful. We will review some simple methods for **motivating through self-esteem** and we will close this section with an exercise that explains what your employees really want. This exercise is always a pleasant eye-opener for general managers.

We will share **five key questions** every general manager should ask their department heads so that no one on “the team” will ever complain about “not knowing” or a lack of communication with their general manager. Additional exercises will incorporate some of the latest management theory “buzzwords” including the **two H-T’s** every successful department head needs in today’s club environment.

We will end the session by bringing all of the strategies together in a **Team Mission Statement and Development Plan.** This plan will provide the basis for a **Team Manual**, one of the most **powerful tools** every general manager should have in their management program.