BUILDING HIGH-PERFORMING TEAMS

Course Focus

In this course, you will create a strategy to turn a work group into a high-functioning team by evaluating challenges and applying techniques to generate positive team outcomes. Based on the research and expertise of Professor Kate Walsh, Ph.D., of Cornell University's School of Hotel Administration, you will learn how to enable a team to take ownership of its own success and shift leadership roles as the team assumes greater responsibility.

Using tools provided in this course, you will explore best practices in leading teams, assess case studies, and examine functional conflict. With the completion of an action plan at the end of the course, you will be ready to apply what you learn to your own organization.

Who Should Take this Course?

This course is intended for professionals with under three years of leadership experience, working at or aspiring toward leadership roles. Learners may come from every continent and industry and from a diverse range of organizations, including for profits large and small, NGOs, and governmental agencies.

Key Benefits

Participants who complete this course will be able to...

- Develop a strategy to create a high-functioning team
- Determine how to turn challenges into opportunities that generate positive outcomes
- Foster a culture that allows your team to take ownership of its own success and take on new leadership roles

Pricing & Registration

The online course price is US$769. Register online at:

sha.cornell.edu/online/courses
BUILDING HIGH-PERFORMANCE TEAMS

Course Topics

- **Module 1 - Diagnosing Your Team**
  1. Building a High-Functioning Team
  2. Assessing and Diagnosing Your Team Needs
  3. Motivating at the Team Level

- **Module 2 - Building Collaboration**
  1. Promoting Positive Team Interactions
  2. Building Collaboration
  3. Team Interaction Tips
  4. Identifying the Characteristics of a Good Team Member

- **Module 3 - Utilizing Conflict to Develop Your Team**
  1. Address Conflicting Situations
  2. Identify Your Predominant Conflict Management Strategy

- **Module 4 - Managing Virtual Teams**
  1. Recognizing Virtual Considerations
  2. Creating a Virtual Connection
  3. Addressing Virtual Challenges

- **Module 5 - Shifting Leadership Roles**
  1. Determining Who Makes Decisions
  2. Developing Colleagueship among Leaders
  3. Sustaining High Performance

Course Format

Our online courses take a problem-based approach to learning, and we build each course around realistic case studies and scenarios. All courses are self-paced, and are managed by an online instructor who leads the online discussions and is available to answer any questions about the course content. You will have a 2-week instructional period at the beginning of the course within which you will complete the required elements of the course. You will have access to the course content for one additional week following the instructional period.

**Number of Hours to Complete Course:** 3 - 5 hours per week

This course is part of an online certificate:

- Certificate in Hospitality Management
- Master Certificate in Hospitality Management

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