

RWK Enterprises LLC

Team Building Workshops

Companies need collaboration on all levels. There always is much to do to keep an attractive company culture, your customers satisfied and the business viable. The ability of employees to work together in harmony and concert is critical. Because of different personality types, employees have plenty of opportunity for interpersonal conflict. Ultimately the customer will be better served and have loyalty toward the company if employees work together toward a common goal: delight your customers.

Team building workshops are designed to educate the employee about the different personality types of themselves and their co-workers, understand how those differences can cause conflict, and how to overcome that conflict through knowledge and effective interpersonal communications. The tool used to recognize the differences in personality types is the [Myers-Briggs Type Indicator](#) (MBTI).

The MBTI is a widely used, and validated, psychological instrument (self administered) that identifies how individuals Perceive information, Process information, Judge (make decisions), and Relate to the world around them. All workshop participants complete the MBTI instrument and receive specific feedback about their Type. The instrument "assigns" a particular Type based on how the individual answers the questions. There is plenty of class discussion about the strengths and limitations of the MBTI and reinforcement of the fact that no one is put in a box. The instrument only determines certain preferences. It is important that each individual is comfortable with the instrument and its utility. The MBTI is only administered by professionals *qualified* to purchase the copyrighted instrument.

The objective of all workshops is to VALUE THE DIFFERENCES AND REDUCE INTERPERSONAL CONFLICT. Team building workshops can be designed for Leadership Teams, Knowledge Worker Teams, or whole teams (Leader and Knowledge Workers). Workshops can be structured from providing general awareness of Type in other team members or co-workers to very specific activities in helping a tight knit team function more effectively with less conflict. Most workshop activities involve separating team members based on some elements of their MBTI Type and having them demonstrate, through behaviors, how they approach different aspects of daily team life. Participants can readily see, and learn tolerance for, the differences as well as develop techniques for improving interpersonal relations.

Team Building Workshops are specifically designed to meet the client's particular needs. Workshops are typically one day. For in-depth whole team building activities, interviewing the team members may be required to gain insight into existing serious conflicts needing additional attention.

Team building workshops may be combined with [Customer Skills & Interpersonal Communications](#) and the [Leadership Training](#) workshops.