

Certified Team Leader (CTL)[™]

Course Outline & Module Information



www.gaqm.org

What Modules are covered?

Module 1 – Team Building

- 1) Types of teams
- 2) The TORI model
- 3) The Team Player Survey
- 4) Organizations Today
- 5) The Stages of Team Development
- 6) Communication Skills
- 7) Shared Leadership
- 8) DeBono's Thinking Hats
- 9) Managing Team Conflict
- 10) The Trust/Relationship Model
- 11) Obtaining Consensus
- 12) Team-Shaping Factors
- 13) Team Problem-Solving
- 14) SWOT Analysis

Module 2 – Building Better Teams

- 1) Defining teams
- 2) Establishing team norms
- 3) Working as a team
- 4) Your team player type
- 5) Building team trust
- 6) The stages of team development
- 7) Team building with TORI
- 8) Communication
- 9) Becoming a good team player

Module 3 – Leadership Skills

- 1) Managing your time and energy
- 2) What makes a good leader?
- 3) Communication as a leadership tool
- 4) The commitment curve
- 5) Employee development models
- 6) Dealing with conflict and difficult issues
- 7) What successful leaders do

Module 4 – Self -Leadership

- 1) What is self-leadership?
- 2) Knowing who you are
- 3) Change management
- 4) Knowing what you do
- 5) Motivation for optimists
- 6) Using what you know

What will you learn from the E-Course?

- 1) Types of teams
- 2) The TORI model
- 3) The Team Player Survey
- 4) Organizations Today
- 5) The Stages of Team Development
- 6) Communication Skills
- 7) Shared Leadership
- 8) DeBono's Thinking Hats
- 9) Managing Team Conflict
- 10) The Trust/Relationship Model
- 11) Obtaining Consensus
- 12) Team-Shaping Factors
- 13) Team Problem-Solving
- 14) SWOT Analysis
- 15) Managing your time and energy
- 16) What makes a good leader?
- 17) Communication as a leadership tool
- 18) The commitment curve
- 19) Employee development models
- 20) Dealing with conflict and difficult issues
- 21) Defining teams
- 22) Establishing team norms
- 23) Working as a team
- 24) Your team player type
- 25) Building team trust
- 26) The stages of team development
- 27) Team building with TORI
- 28) Communication
- 29) Becoming a good team player
- 30) Managing your time and energy
- 31) What makes a good leader?
- 32) Communication as a leadership tool

- 33) The commitment curve
- 34) Employee development models
- 35) Dealing with conflict and difficult issues
- 36) What successful leaders do
- 37) What is self-leadership?
- 38) Knowing who you are
- 39) Change management
- 40) Knowing what you do
- 41) Motivation for optimists

www.gaqm.org

