

# Leadership & Management Development



## 3.2 Building a High Performing Team

The programmes within this Management and Leadership pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening in the day-to-day reality of managing people and performance. What is often framed as a need to “upskill managers” typically reveals a deeper challenge – clarity of role, consistency of behaviour, confidence in decision-making or the ability to lead through uncertainty.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how management is currently experienced across your organisation and what kind of development will genuinely change how people lead, support and hold others to account. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Personal Development, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

### Course Overview

High performing teams achieve results through trust, clarity and strong collaboration. This practical one-day programme equips participants with the capabilities needed to drive teamwork, shared accountability and consistent performance.

Using proven models of team effectiveness, participants will learn strategies to build trust, leverage diverse strengths, set clear goals and address challenges constructively. They will leave with practical tools to create an environment where their teams can succeed together.

### Who Should Attend

**For managers, supervisors and team leaders who want to:**

- Strengthen team performance and cohesion
- Improve collaboration and communication across their team
- Motivate others toward shared goals
- Build a positive and productive team culture

Relevant for experienced leaders and those newly stepping into team leadership.

### Context

Successful teams are built on clear expectations, trust and shared accountability. When communication breaks down or behaviours misalign, performance inevitably suffers. Leaders must understand how their actions influence team dynamics and how to create conditions where people bring their best every day.

At Expleo we help leaders develop the mindset and behaviours that enable teams to thrive. This programme supports the creation of strong habits, psychological safety and disciplined delivery that lead to sustained high performance.

### How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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## Course Objectives

**By the end of this programme participants will be able to:**

- Identify the characteristics of a high-performing team
  - Build trust and collaboration across team relationships
  - Set clear expectations and shared goals
  - Harness the strengths and unique contributions of team members
  - Address conflict constructively to protect performance
- Maintain engagement, motivation and continuous improvement

## Course Outline

### 1. Team Effectiveness – The Foundations

- Characteristics of high-performing teams
- Importance of strong teamwork for operational success

### 2. Trust and Collaboration

- Strengthening respectful relationships
- Creating open and supportive communication

### 3. Clarity of Goals and Expectations

- Aligning team effort to business priorities
- Measuring success and maintaining accountability

### 4. Leveraging Strengths and Diversity

- Maximising contribution from individual skills
- Supporting role clarity and interdependence

### 5. Conflict and Challenge

- Managing disagreements early and constructively
- Encouraging solution-focused behaviours

### 6. Sustaining High Performance

- Creating a positive, inclusive and motivated team culture
- Reinforcing improvement and shared ownership

## Training Methodology

**Practical and collaborative design including:**

- Team exercises and group problem-solving
- Facilitator-led insights and discussion
- Scenario-based application of tools
- Feedback and reflection to embed learning

Participants leave with actionable techniques to lead teams that perform confidently, consistently and together.

## Contact

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