

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Building High-Performance Teams

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

High-performing teams achieve results that exceed the sum of individual contributions. This course explores the conditions and leadership behaviours that create such teams, including clear purpose, effective roles, trust, healthy conflict, accountability and continuous learning. Participants assess their own teams, practise team development techniques and create a practical plan to raise team performance.

Teams often underperform because of unclear goals, poor collaboration or unresolved tension rather than lack of talent. This course gives you practical tools to diagnose team issues and build a cohesive, accountable and high-performing team.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Learning includes team diagnostics, experiential team exercises, case studies, facilitation practice and team development planning.

Course objectives

By the end of this course, participants will be able to:
• Identify the characteristics of high-performance teams
• Diagnose strengths and weaknesses in their own team
• Clarify team purpose, goals, roles and ways of working
• Build trust and manage conflict constructively
• Create accountability and a results focus
• Facilitate continuous team learning and improvement

Target audience

This course is suitable for:
• Team leaders and managers
• Project and programme managers
• Department heads
• HR and organisational development professionals
• Leaders of newly formed teams



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Target competencies

Participants will develop competencies in:

- Team diagnosis
- Goal and role clarity
- Trust building
- Conflict management
- Team accountability
- Team facilitation

Course outline

Day 1: What Makes Teams Perform

09:00–09:54	Team effectiveness research
09:54–10:48	Stages of team development
10:48–11:00	Team purpose and identity
11:00–11:30	**Coffee break**
11:30–12:12	Team purpose and identity (continued)
12:12–13:06	Leader roles in team performance
13:06–14:00	Exercise: Team effectiveness diagnostic

Day 2: Clarity and Structure

09:00–09:54	Shared goals and success measures
09:54–10:48	Roles, responsibilities and decision rights
10:48–11:00	Team charters and norms
11:00–11:30	**Coffee break**
11:30–12:12	Team charters and norms (continued)
12:12–13:06	Effective team meetings
13:06–14:00	Workshop: Building a team charter



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Day 3: Trust and Collaboration

09:00–09:54	Foundations of trust
09:54–10:48	Psychological safety
10:48–11:00	Working styles and team diversity
11:00–11:30	**Coffee break**
11:30–12:12	Working styles and team diversity (continued)
12:12–13:06	Collaboration across boundaries
13:06–14:00	Experiential exercise: Team challenge

Day 4: Conflict and Accountability

09:00–09:54	Healthy versus destructive conflict
09:54–10:48	Facilitating difficult team discussions
10:48–11:00	Peer accountability
11:00–11:30	**Coffee break**
11:30–12:12	Peer accountability (continued)
12:12–13:06	Addressing underperformance in teams
13:06–14:00	Role play: Resolving a team conflict

Day 5: Sustaining High Performance

09:00–09:54	Team reviews and retrospectives
09:54–10:48	Recognition and celebration
10:48–11:00	Developing team capability
11:00–11:30	**Coffee break**
11:30–12:12	Developing team capability (continued)
12:12–13:06	Leading through change
13:06–14:00	Capstone: Team performance plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



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sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,820.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Rome Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
London Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Dubai Confirmed dates	14 Dec 2026	18 Dec 2026	**€3,150.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,650.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,450.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Paris Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,860.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.–**
Istanbul Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,650.–**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Barcelona Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,840.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Amsterdam Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,540.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Singapore Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,820.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
London Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,450.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Rome Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	19 Apr 2027	23 Apr 2027	**€3,150.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Frankfurt Confirmed dates	3 May 2027	7 May 2027	**€2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	17 May 2027	21 May 2027	**€1,450.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
Paris Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,860.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Cape Town Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,890.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Istanbul Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,650.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Amsterdam Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,540.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Singapore Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,820.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
London Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,450.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	16 Aug 2027	20 Aug 2027	**€3,150.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Vienna Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,940.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,650.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Paris Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,860.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Istanbul Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,650.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Cape Town Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,890.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**
Amsterdam Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,540.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**
Singapore Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,820.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Dubai Confirmed dates	13 Dec 2027	17 Dec 2027	**€3,150.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online