
Building High-Performance Teams and Group Dynamics

14 – 18 March 2027
Kuala Lumpur





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Programme Summary

Converting disconnected working groups into synchronized, purposeful entities requires a systematic grasp of group development, shared accountability, and motivational drivers. Building High-Performance Teams provides an immersive five-day curriculum focused on team lifecycle dynamics, motivation theories, and converting inherited groups into cohesive operating units. Participants examine structural impediments to collaboration, establish operating charters, and resolve dysfunctional patterns using evidence-backed diagnostic instruments. This intensive professional development masterclass is provided by Mars Training Centre UK.

The Business Case

Organisations frequently assemble capable individuals yet struggle with siloed execution, unaddressed interpersonal friction, and stalled productivity. Equipping managers with disciplined team formation and operational alignment capabilities converts fragmented functional units into unified operational engines, accelerating project throughput and reducing staff turnover.

- **Operational Velocity:** Accelerates milestone achievement by eliminating structural role ambiguity and redundant workflow handoffs.
- **Team Cohesion:** Transforms disparate contributors into mutually accountable units committed to collective targets.
- **Retention of Key Talent:** Fosters motivational climates that reduce disengagement, voluntary departures, and burnout across functional departments.
- **Conflict Resolution Efficiency:** Channels workplace disagreements into constructive operational debate rather than destructive interpersonal friction.

Principles and Evidence Base

- **Tuckman Model of Group Development:** Outlines sequential stages of forming, storming, norming, performing, and adjourning to navigate structural transitions.
- **Lencioni Five Dysfunctions Framework:** Identifies foundational breakdowns across trust, healthy conflict, commitment, mutual accountability, and shared results.
- **Hackman Conditions for Team Effectiveness:** Focuses on establishing a real team, a compelling direction, an enabling structure, and supportive organisational context.
- **Self-Determination Theory and Motivation Models:** Examines autonomy, competence, and relatedness as core drivers of discretionary workplace effort.



Intended Participants

- Department heads and operations managers responsible for functional units undergoing realignment or operational expansion.
- Project directors and transformation managers tasked with consolidating multi-disciplinary project contributors into unified workstreams.
- Newly appointed supervisors inheriting established teams with entrenched working habits or unresolved friction.
- Human resources business partners and organisational development specialists supporting divisional performance initiatives.

The curriculum supports operational managers and supervisors across financial services, manufacturing, technology, logistics, and healthcare seeking systematic methods for team development and operational alignment.

Learning Outcomes

1. Participants will be able to diagnose current team lifecycle dynamics using validated developmental stage assessments.
2. Participants will be able to transform inherited groups into cohesive operating units through structured baseline reset protocols.
3. Participants will be able to apply the Tuckman model of group development and the Lencioni framework to overcome structural dysfunctions.
4. Participants will be able to formulate an integrated team charter design that clarifies roles, communication norms, and mutual decision rights.
5. Participants will be able to implement workplace motivation strategies grounded in self-determination principles to stimulate discretionary effort.
6. Participants will be able to mediate team conflict and install peer accountability mechanisms that sustain collective operational results.

Programme Structure

Day 1: Foundations of Team Lifecycle and Group Dynamics

How do managers diagnose team maturity and establish structural clarity for newly formed or inherited groups?

- Distinguishing Working Groups from True Collaborative Units
- The Tuckman Model of Group Development: Forming and Storming Trajectories
- Diagnosing Inherited Unit Cultures and Historical Grievances
- Establishing Core Purpose and Compelling Direction
- Diagnostic Baseline Assessment of Collective Maturity



Day 2: Structural Alignment, Roles, and Operating Charters

How are ambiguity and role conflict eliminated through clear governance frameworks?

- Team Charter Design: Governance, Communication Protocols, and Norms
- Role Definition using Responsibility Assignment Matrices
- Operational Alignment across Interdependent Workflows
- Setting Meaningful Team Goals and Shared Key Results
- Designing Decision Rights and Escalation Thresholds

Day 3: Workplace Motivation, Engagement, and Group Dynamics

What drivers sustain individual engagement and collective energy within diverse working groups?

- Self-Determination Theory: Autonomy, Competence, and Relatedness
- Intrinsic versus Extrinsic Motivational Levers in Daily Operations
- Recognising Motivational Archetypes across Team Members
- Eliminating Motivational Blockers and Bureaucratic Disincentives
- Cultivating Shared Ownership over Operational Milestones

Day 4: Productive Conflict, Trust, and Mutual Accountability

How do teams channel divergent viewpoints into constructive solutions while maintaining peer accountability?

- The Lencioni Diagnostic: Unpacking Vulnerability and Predictive Trust
- Distinguishing Ideological Debate from Destructive Interpersonal Friction
- Protocols for Safe Disagreement and Consensus Formation
- Establishing Horizontal Accountability without Supervisory Enforcement
- Conducting Blameless Performance Debriefs and Milestone Reviews

Day 5: Sustaining High-Achieving Units and Capstone Implementation

How do managers safeguard team performance against operational disruptions and organisational turnover?

- Preserving Group Norms through Personnel Changes and Onboarding
- Navigating the Performing to Adjourning Lifecycle Transition
- Continuous Improvement Feedback Loops and Performance Health Checks
- Drafting the Functional Unit Alignment Blueprint
- Capstone Presentation: Operational Team Reset Pitch and Peer Review



Methodology

The course employs an applied workshop format combining conceptual exploration, interactive simulation, group diagnostics, and peer evaluation. Participants analyse operational scenarios, evaluate real-world team dysfunction cases, and iteratively design structural governance mechanisms for their respective workplaces.

- Suggested activity: Conducting a diagnostic evaluation of an inherited team scenario to identify hidden dysfunctions.
- Suggested activity: Facilitating a structured team charter design workshop to codify operational agreements and role boundaries.
- Suggested activity: Simulating a peer accountability intervention to address missed project deliverables constructively.

Capstone Output

Each attendee produces a bespoke Unit Operational Reset Plan, comprising a developmental stage audit, a customized team charter, a role boundary matrix, and a ninety-day alignment schedule. This practical toolkit equips managers to guide inherited or newly formed groups toward sustained operational excellence immediately upon returning to their roles.

Frequently Asked Questions

How does this course address the challenge of inherited teams?

The curriculum provides specific protocols for evaluating legacy group dynamics, renegotiating unspoken expectations, and establishing fresh operating agreements without alienating experienced team members.

Does the programme focus on remote collaboration or co-located teams?

The principles cover universal team lifecycle dynamics, motivation theories, and accountability frameworks that apply equally to physical, distributed, and blended operational environments.

What diagnostic tools are explored during the sessions?

Participants engage with established assessment models, including the Tuckman stage diagnostic, the Lencioni team assessment rubric, and Hackman team effectiveness criteria.

Can the team charter templates be adapted for internal departmental use?

Yes. All charter blueprints, responsibility assignment matrices, and communication agreements are provided in fully editable formats for direct workplace application.