

NCDALeadership Institute
Course #1: Team Building for Community Development Professionals
June 10-11, 2024
Cambridge, Massachusetts

Training Venue/Hotel Reservation

Hyatt Regency Cambridge
575 Memorial Drive
Cambridge, MA 02139

Make your hotel reservations [here](#).

Course Instructors

Melissa Pond and Sheryl Kenny are the course instructors. Melissa has over 15 years of experience in Community Development, most recently with the City of Quincy, Massachusetts. An entrepreneur, seasoned consultant, and educator, she holds a master's degree from Northeastern University. Sheryl Kenny has over 30 years of experience in community development in Tarrant County and the City of Arlington, Texas. She is an experienced NCDALeader and former president of NCDALeader, and she holds a master's degree from Cornell University.

Course Overview

Join us for NCDALeader's Leadership Institute, a four-course interactive training for new and experienced supervisors and managers in the community development field. Courses include: 1) Team Building, 2) Management, 3) Leadership, and 4) Communication.

This first course in the series is in-person and provides a hands-on, interactive approach to building a strong team. Course content is designed with specific examples directly applicable to managing CDBG and HOME programs. Peer-to-peer networking will be invaluable as participants work through issues related to the following learning objectives (see course agenda on the following page):

1. Develop strategies to establish conditions conducive to a high-functioning team.
2. Demonstrate techniques for building and restoring trust within the team dynamic.
3. Apply effective methods for managing and resolving conflicts in the workplace.
4. Foster an environment that nurtures team innovation and encourages creative thinking.
5. Implement strategies to improve communication skills and enhance overall communication within the team.
6. Cultivate collaborative practices to strengthen teamwork and achieve common goals.

7. Empower team members with the necessary resources and support to excel in their roles.
 8. Embrace ongoing learning and adaptability as essential components of team development and success.
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**NCDA Leadership Institute
Team Building for Community Development Professionals
Course Agenda**

DAY ONE: 8:30 a.m. - 4:30 p.m.

Introductions and Team Exercise

1. Foundations of a Successful Team
 - a. Hiring a diverse and talented team
 - b. Onboarding strategies
 - c. Setting team vision and goals
 - d. Avoiding pitfalls that lead to dysfunctional teams
 - e. Building a positive team culture
2. How to Build and Restore Trust
 - a. Wheel of Trust framework
 - b. Foundations of trust
 - c. Actions that break trust
 - d. Steps to restore trust
 - e. Review resources and research

Lunch on your own

3. Managing and Resolving Conflicts in the Workplace
 - a. Causes and results of conflict
 - b. Effective responses -competitive vs cooperative approach
 - c. Conflict resolution models
 - d. Team exercise
 - e. Shared experiences from CD Professionals
4. Team Innovation and Creativity
 - a. Examples and benefits of team innovation
 - b. Strategies to boost creativity
 - c. Brainwriting exercise
 - d. Using the “Yes, and...” approach
 - e. Shared wisdom from CD Professionals

DAY TWO: 8:30 a.m. - 4:30 p.m.

Review of Day 1 and Team Warm-up Activity

1. Communication Skills for Strong Teams
 - a. Understanding types of communication
 - b. Practical communication tools
 - c. Active listening and follow-through
 - d. Inclusive brainstorming exercise
 - e. Review of tools to use with different types of teams
2. Team Collaboration and Achievement
 - a. The hedgehog and flywheel concepts in community development
 - b. The Consolidated Plan as north star/road map
 - c. Celebrating team success
 - d. Ideas from CD Leaders
 - e. Review of Resources and Research

Lunch on Your Own

3. Empowering Team Members
 - a. Five essentials of workplace well-being
 - b. Employee engagement model (from Gallup Organization)
 - c. How leaders influence employee engagement
 - d. 12 key questions to ask your team
 - e. Review takeaways and action steps
4. Ongoing Learning and Adaptation
 - a. Characteristics of teams that thrive
 - b. Instituting ongoing development opportunities
 - c. Taking your team to the next level
 - d. Preparing for the next big change
 - e. Review of resources and research

Time for Q&A

Test Your Knowledge: Team Building Quiz

Course Survey