

Smt Nalini Ravindran, expert in behavioural and attitudinal training gave a lecture on **“Team Building”** at **TwinTech Academy Business Management Solutions Pvt. Ltd** on 08th July 2017

The session started with a warm welcome note and the need for this unique session on Team Building for healthcare managers by Shri A. Mahalingam, Managing Director of the institution, he also highlighted that this session is aims to provide participants a comprehensive understanding and practical insight into the knowledge skills and techniques required to efficiently lead and build the organizations.

Prof R Ramakrishnan, Director for Strategy of TwinTech Academy Business Management introduced the speaker - Smt Nalini Ravindran and she has over a decade of experience in conducting behavioural and attitudinal training workshops for various adult groups, ranging from management personnel, to personnel in the banking, insurance sector, as well as students, teachers and lecturers of various educational institutions.



The session started with a brief introduction on the topic, which was followed by a team building activity for all the participants.

The activity brought out through de briefing, the four stages in any team’s performance. It was reiterated how the leader should ‘steer’ the team through the stages in order to make it ‘perform’, by understanding the challenges that the team is likely to face in each stage.

This was followed by the understanding of the individual team members’ attitude through the ‘can and will’ matrix.

The lecture then focused on the ‘transactions’ that lead to ‘conflicts’ within the team. The three ego states, how to identify them through the verbal and non verbal signs were elaborated.

The need for the leader to know the value of each ego state, so that the suitable state can be employed by him/her in handling the team members was highlighted. Number of real time situations and examples were discussed to make the participants understand the differences between the ego states.

The four life positions that depend primarily on the attitude one chooses to have towards the environment was introduced to the participants, followed by a discussion on respective ego states that lead to the corresponding life positions. This exercise was intended to empower the participants to recognise the attitude in their team members.

The last leg of the lecture focused on the effects of 'strokes', understanding how positive and negative strokes have consequences that can be controlled by the leader through deliberate efforts on their own behaviour and attitude practices.

The session was well appreciated by all the participants who felt that it added value to their knowledge.