

**MSS SUCCESS SPACES**

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# TEAM DIAGNOSIS AND BUILDING TRAINING IN THE PHILIPPINES

## A 1-Day Practical Team Diagnosis and Team Building Training Program for Companies, Departments, and Work Teams

### TRAINING OVERVIEW

Many companies invest in team building activities to improve employee morale, communication, trust, and collaboration. However, not all team building programs create lasting workplace impact because many focus only on fun activities without first understanding the real issues affecting team performance.

A more effective approach begins with **team diagnosis**.

Team diagnosis helps leaders and employees identify what is really happening within the team before deciding what team building intervention is needed. It allows organizations to examine the team's current condition in areas such as communication, trust, accountability, collaboration, role clarity, conflict management, leadership support, motivation, and performance alignment.

This 1-day **Team Diagnosis and Building Training Program** is designed for companies in the Philippines that want a more meaningful, structured, and workplace-relevant team development experience. Instead of simply conducting games for entertainment, this program helps participants understand the team's current strengths, gaps, working relationships, and improvement opportunities.

The program is generic and applicable across industries, departments, and employee levels. It may be used for operations teams, support teams, sales teams, project teams, leadership teams, administrative teams, cross-functional teams, or newly formed teams.

Using the MSS EnterTRAINment approach, the training combines team assessment activities, guided discussions, collaboration challenges, reflection exercises, team simulations, and action planning. The goal is not only to make participants enjoy the day but also to help them return to work with clearer agreements, better teamwork habits, and stronger commitment to team success.

### TRAINING GOAL

To help participants diagnose their team's current condition, identify key teamwork strengths and gaps, and develop practical behaviors, agreements, and action steps that improve collaboration, trust, communication, accountability, and team performance.



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## TRAINING OBJECTIVES

By the end of the program, participants will be able to:

1. Understand the importance of team diagnosis before conducting team building interventions
2. Identify common factors that strengthen or weaken team performance
3. Assess the current state of their team in terms of communication, trust, accountability, collaboration, and alignment
4. Recognize behaviors that contribute to team dysfunction or team effectiveness
5. Improve team communication, cooperation, and problem-solving
6. Build stronger commitment to shared goals, roles, and responsibilities
7. Develop practical team agreements and action plans for workplace application

## TRAINING OUTLINE

Time	Modules and Topics	Supporting Activities
8:00 – 10:00 AM	<p><b>MODULE 1: Understanding Team Diagnosis and the Current State of the Team</b></p> <ul style="list-style-type: none"> <li>• What is team diagnosis?</li> <li>• Why team building should begin with diagnosis</li> <li>• Difference between fun team activities and strategic team development</li> <li>• Common signs of team dysfunction</li> <li>• Characteristics of high-performing teams</li> <li>• The team performance factors: trust, communication, clarity, accountability, collaboration, conflict management, and commitment</li> <li>• Identifying “Point A”: the current team condition</li> </ul>	<p><b>Team Health Check Activity</b> Participants assess the current condition of their team using a simple team diagnosis checklist.</p> <p><b>Output:</b> Initial Team Health Snapshot</p>
10:00 – 10:15 AM	<b>Morning Break</b>	
10:15 AM – 12:00 NN	<p><b>MODULE 2: Diagnosing Team Gaps, Behaviors, and Working Relationships</b></p> <ul style="list-style-type: none"> <li>• Understanding team roles and expectations</li> <li>• Role clarity and role confusion</li> </ul>	<p><b>Team Gap Mapping Workshop</b> Participants identify recurring teamwork issues and map possible causes behind them.</p> <p><b>Output:</b> Team Gap Map showing strengths, concerns, and priority improvement areas</p>

	<ul style="list-style-type: none"> <li>• Communication patterns that help or hurt teamwork</li> <li>• Trust builders and trust breakers</li> <li>• Accountability gaps and ownership issues</li> <li>• Sources of conflict and misunderstanding</li> <li>• Identifying root causes behind team challenges</li> <li>• Moving from blaming to problem-solving</li> </ul>	
<b>12:00 NN – 1:00 PM</b>	<b>Lunch Break</b>	
<b>1:00 – 3:00 PM</b>	<p><b>MODULE 3: Building Better Team Communication, Trust, and Collaboration</b></p> <ul style="list-style-type: none"> <li>• Communicating clearly within the team</li> <li>• Listening, clarifying, and confirming understanding</li> <li>• Giving and receiving feedback respectfully</li> <li>• Strengthening trust through reliability and transparency</li> <li>• Collaborating across roles, functions, and personalities</li> <li>• Managing differences without damaging relationships</li> <li>• Turning team conflict into constructive conversation</li> <li>• Building psychological safety and respect in daily work</li> </ul>	<p><b>Collaboration Challenge Simulation</b> Participants complete a team challenge that reveals communication habits, leadership behavior, coordination gaps, trust levels, and decision-making styles.</p> <p><b>Debrief:</b> What helped the team succeed? What blocked performance?</p>
<b>3:00 – 3:15 PM</b>	<b>Afternoon Break</b>	
<b>3:15 – 5:00 PM</b>	<p><b>MODULE 4: Creating Team Agreements and Action Plans for Sustainable Team Performance</b></p> <ul style="list-style-type: none"> <li>• Translating team diagnosis into action</li> <li>• From team issues to team commitments</li> <li>• Creating practical team agreements</li> <li>• Aligning individual behaviors with team goals</li> <li>• Strengthening ownership and accountability</li> </ul>	<p><b>Team Agreement and Action Planning Workshop</b> Participants create specific team commitments that can be applied immediately in the workplace.</p> <p><b>Final Output:</b> Team Improvement Action Plan and Team Commitment Charter</p>



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|--|---|--|
|  | <ul style="list-style-type: none"><li>• Monitoring team improvement after the training</li><li>• Sustaining team building beyond the activity day</li><li>• Identifying “Point B”: the desired team condition</li></ul> |  |
|--|---|--|

## TRAINING METHODS

- Interactive lecturette and facilitated discussion
- Team diagnosis checklist
- Group reflection and guided processing
- Team gap mapping
- Collaboration challenge simulation
- Communication and trust-building exercises
- Team problem-solving workshop
- Team agreement writing
- Action planning and facilitated debriefing
- MSS EnterTRAINment-based learning activities

## KEY DESIGN STRENGTHS

- Combines team diagnosis and team building in one practical program
- Goes beyond ordinary team games by identifying real team issues first
- Applicable to any company, department, or work team
- Useful for newly formed teams, existing teams, cross-functional teams, and teams experiencing communication or collaboration challenges
- Helps participants move from awareness to action
- Produces clear outputs such as a Team Health Snapshot, Team Gap Map, Team Improvement Action Plan, and Team Commitment Charter
- Supports long-term team performance instead of one-day entertainment only

## WHO SHOULD ATTEND

This Team Diagnosis and Building Training Program is ideal for:

- Team leaders and supervisors
- Managers and department heads
- Rank-and-file employees
- Project teams

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- Cross-functional teams
- Operations and support teams
- Newly formed teams
- Teams experiencing communication, trust, accountability, or collaboration issues
- Organizations looking for meaningful team building training in the Philippines

## EXPECTED TRAINING OUTPUTS

At the end of the 1-day program, participants will produce:

1. **Team Health Snapshot** – a quick assessment of the team’s current condition
2. **Team Gap Map** – a summary of key teamwork challenges and possible causes
3. **Team Behavior Commitments** – agreed behaviors that support better teamwork
4. **Team Improvement Action Plan** – practical next steps for improving communication, trust, collaboration, and accountability
5. **Team Commitment Charter** – a shared agreement on how the team will work better together moving forward

## RECOMMENDED FOLLOW-THROUGH PROGRAMS

- Advanced Team Building and Collaboration
- Team Alignment and Accountability Workshop
- Conflict Resolution and Difficult Conversations
- Effective Workplace Communication
- Leadership and Team Management
- Psychological Safety and Trust Building
- Performance Management and Accountability
- Change Management for Teams
- Strategic Planning and Team Alignment