

The Flow System – Team Effectiveness Master Course (TS-M3)

Syllabus

Description of Course

The Team Effectiveness (TS-M3) master's course is a continuation of the content learned in the Team Science Advanced Course (TS-A1). This course provides a deep dive into the content and literature related to team effectiveness including multiteam effectiveness and discusses issues required in training for team effectiveness in the workplace.

Duration of Training

The Team Effectiveness (TS-M3) master's course requires 16 hours of training and can be taken as a two-day in-person training session, an online live virtual class, or as an asynchronous self-paced online training using The Flow System's learning management system (LMS). This course can be taught publicly or privately to any organization.

Participants must complete the training before receiving a code allowing them to take the Team Effectiveness (TS-M3) assessment for accreditation. The fee for the assessment is included in the course fee for training attendees.

At the master's level, participants will demonstrate an ability to apply the new knowledge and complete an online assessment. The master's level courses' application portion will be reviewed by peers and industry experts in their chosen field.

Participants who attend the training will have two attempts at the Team Effectiveness (TS-M3) assessment. Participants who wish to forgo the training and jump straight to the assessment may do so but must first buy a code and will only have one attempt as opposed to two for people taking the training. You can buy a code below by clicking 'Take Assessment.'

Objectives of Course

This course is a master's course that continues to build on the material learned

from both the Foundations (FS-1) and the Team Science Advanced (TS-A1) courses. This course also builds upon the previous master courses (TS-M1, TS-M2). As a mastery level course, participants will be required to envision applying the material covered in the course to their place of work. After successfully completing this course participants should be able to:

- Differentiate between teamwork and taskwork
- Explain how the processes of teamwork and taskwork are interconnected
- Describe the team transition processes (review)
- Discuss different types of team outcomes (performance outcomes)
- Explain how the customer becomes engaged in the team process
- Explain how team member satisfaction influences a team's outcome
- Describe the different team dimension (productive, social, team) outcomes
- Differentiate between team performance and team effectiveness
- Explain the components that makeup team effectiveness and describe each component
- Recite the formula for team effectiveness

Outline of Course

- Introductions
- Overview (TFS, Customer 1st, Team Science)
- Teamwork -vs- Taskwork
- Team Transition Processes (Review)
- Team effectiveness and components
 - Teamwork
 - Interpersonal processes
 - Taskwork
 - Transition processes
 - Action processes
 - Customer Value
 - Team member satisfaction
- Team transition processes and team effectiveness
- Team competencies and team effectiveness
- Signs of successful teams

The Flow System Advanced Accreditation

Participants completing the Foundations (FS-1) training (in-person) or the Foundations (FS-1) course (online), or those who wish to only take the Foundations accreditation exam without participating in training or an online course, can take the exam at any time. Participants who complete training (face-to-face or online) will have two attempts at the exam. Participants who wish to forgo any training may do so and pay to take the exam. Participants who skip any training will have one chance to pass the exam. Upon passing the Foundations Exam, participants will receive a Certification of Completion for The Flow System Foundations Course. Once a Certification of Completion for The Flow System Foundations Course has been obtained, participants can continue to any of the Advanced Courses (see Figure 1). The Flow System Training Map can be found in Figure 1 provided below.

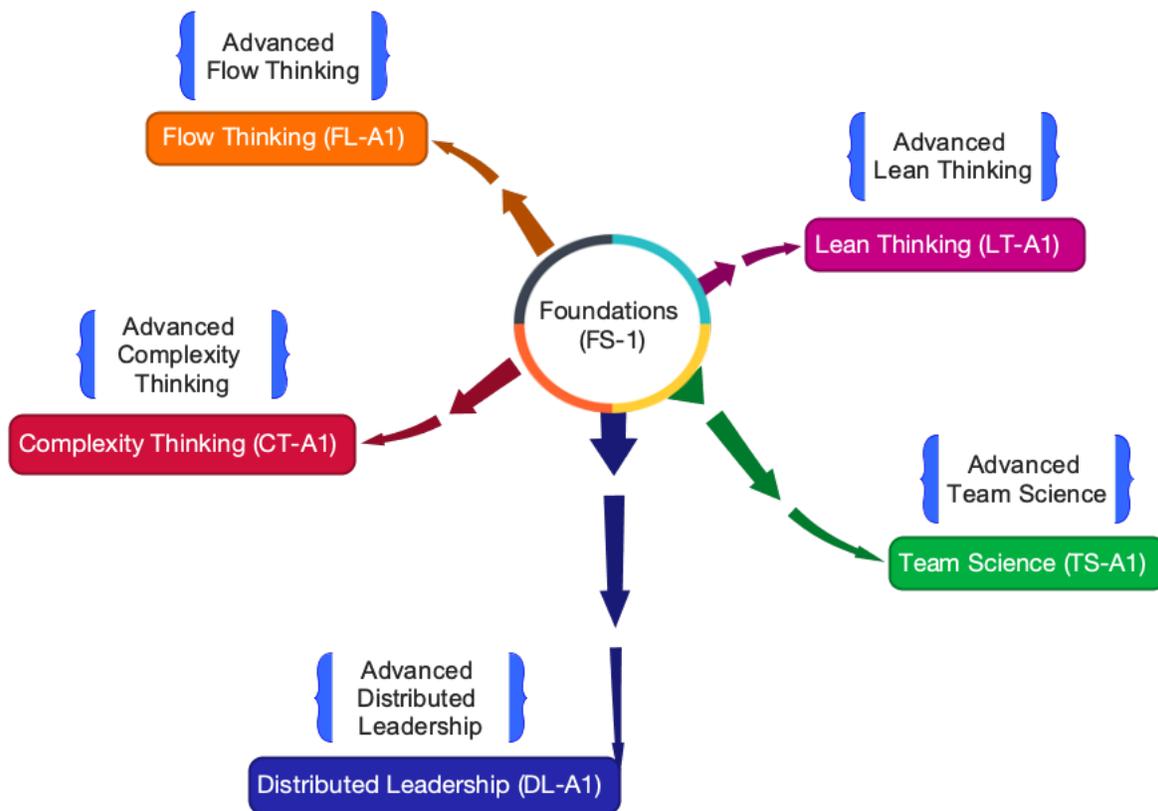


Figure 1: The Flow System Foundations and Advanced Courses

The Flow System Masters Accreditation

There are a total of five master level accreditations to choose from. Once the foundations course (FS-1) and the selected advanced course has been successfully completed and the accreditation exam passed, participants can continue to take courses at the master level within the chosen advance track. Participant can only continue to the master level courses after achieving the appropriate advanced accreditation. For example, before taking any of the team science master level courses (TS-M1 through TS-M5), the foundations (FS-1) and team science advance (TS-A1) course must first be successfully completed.

The master level courses for the Team Science track include the following courses:

- Teamwork Skills & Training (TS-M1)
- Taskwork & Estimation (TS-M2)
- Team Effectiveness (TS-M3)
- High Performance Teams (TS-M4)
- Designing Multiteam Systems (TS-M5)

A master level accreditation in Team Science will include the following path:

1. Mastery Team Science Certificate of Completion
 - a. Certified in the Foundations course
 - b. Certified in the Team Science Advanced course
 - c. Successful completion of all five Mastery Team Science courses
 - i. Teamwork Skills & Training (TS-M1)
 - ii. Taskwork & Estimation (TS-M2)
 - iii. Team Effectiveness (TS-M3)
 - iv. High Performance Teams (TS-M4)
 - v. Designing Multiteam Systems (TS-M5)
 - d. Pass Mastery Team Science Accreditation Exam

Courses	Course Completion & Exam	Certification
Foundations Course		Foundations Accreditation
Advanced Course Team Science		Advanced Team Science Accreditation
Mastery Team Science Courses TS-M1 + TS-M2 + TS-M3 + TS-M4 + TS-M5		Mastery Team Science Accreditation

Trainers

The Flow System Foundations Course (in-person) will be administered by the co-creators of The Flow System and/or by certified TFS trainers. The online courses will only be administered and monitored by the co-creators of The Flow System. All trainers are considered experts in their field of practice/study and have a command of the materials that are presented in The Flow System Foundations Course.

Recommended Readings

The Flow System Reading Materials include 1) *The Flow System: The Evolution of Agile and Lean Thinking in an Age of Complexity*; 2) *The Flow System Guide*; and 3) *The Flow System: Key Principles and Attributes*.

- 1) *The Flow System: The Evolution of Agile and Lean Thinking in an Age of Complexity*

Available from Amazon.

Hardback:

<https://amzn.com/1680400584/>

Kindle:

<https://amzn.com/B08NXPGMSC/>

- 2) *The Flow System Guide*

Available online (free)

<https://flowguides.org/index.php>

Amazon book (print-to-order)

<https://amzn.com/B085KN39FP>

Amazon Kindle Format

<https://amzn.com/B085PQFXFN/>

- 3) *The Flow System: Key Principles and Attributes*

Amazon book (print-to-order)

<https://amzn.com/B085DQB92N/>

Amazon Kindle Format

<https://amzn.com/B085DHFNMT/>