

Building and Leading Teams that Keep Employees Happy

GoSkills online course syllabus

Skill level

Beginner

Lessons

20

Accredited by

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Pre-requisites

No prior experience needed

Video duration

1h 7m

Estimated study time

1h 7m

Instructor

Yen Tan

Introduction

1 Leading happy teams

When your team is happy, they're likely more productive and satisfied with the work they're doing.

Fundamentals of Great Cultures

2 Develop happy teams

When you're able to recognize the gap between healthy and struggling teams, you can better retain your top talent.

3 Become a good manager

If you're familiar with the key characteristics of effective people-first managers, you can use this to help you grow in your role.

4 Build world-class culture

Boasting about company culture on paper doesn't equate to building a sustainable, strong, and positive work culture.

Psychological Safety

5 Identify psychological safety

Psychological safety at work isn't just a buzzword; it's fundamental to your people strategy.

6 Improve psychological safety remotely

Psychological safety is difficult in a remote setting.

- 7** **Establish a feedback loop**
Feedback loops build trust and improve engagement across your team, but it requires five meticulous steps for it to work.
- 8** **Disagree safely**
Managers can disagree with their direct reports, but how they do it is what sets them up as a high-performing manager.
- 9** **Measure psychological safety**
It's a common misconception that psychological safety and culture can't be measured.

Trust and Team Building

- 10** **Build and sustain trust**
There are four important pillars of trust: sincerity, reliability, competence, and care.
- 11** **Overhaul hiring and onboarding**
Trust starts the first time you connect with a candidate.
- 12** **Run effective one-on-ones**
There are key ways that the best managers ensure effective meetings and use facetime.
- 13** **Build team morale**
Morale goes beyond company-wide events. After this lesson, you'll be have dozens of new ideas to build excitement and motivation around your mission.
- 14** **Become a great coach**
A manager's responsibility is to be a great mentor.

People-First Leadership

- 15** **Lead through change**
Take a deep dive into the principles of change management.
- 16** **Stay above the line**
Most leadership mistakes are unintentional.

17 **Protect your team wellbeing**
For fast changing organizations, burnout is an all-too-common epidemic.

18 **Stand up to a crisis**
Whether the crisis is internal or external, the best leaders stand up and shine a light on the path forward.

19 **Measure team culture**
Learn how to quantify culture and deliver feedback.

Conclusion

20 **Step forward people-first**
Thanks for watching this course! Now, you should feel confident in your ability to make a huge impact on the lives and company around them.

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