

# Building and Leading Teams that Keep Employees Happy

GoSkills online course syllabus

**Skill level**

Beginner

**Lessons**

20

**Pre-requisites**

No prior experience needed

**Video duration**

1h 7m

**Estimated study time**

1h 7m

**Instructor**

Yen Tan

## Introduction

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- 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

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- 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

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- 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

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- 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

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- 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

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## 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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