

SEMINAR NOTES

MARK SANBORN

PRACTICAL TEAM BUILDING

Most companies have teams in place — customer service, management, sales, etc. The challenge is that many team members have never been taught effective teamwork strategies. In this practical, easy to implement training session, award-winning speaker Mark Sanborn shares key ideas and techniques for building a more cohesive, productive team. You'll learn the five characteristics of a unified team, six skills that all effective teams use, three reasons why teamwork doesn't work, how to instill greater cooperation, and much more. These skills are applicable to anybody, in any industry, virtually anywhere in the world. Both team members and leaders will walk away from this seminar with an easy to use framework for developing a team where everyone wins.

Mark Sanborn is an international bestselling author and noted authority on team building, leadership and customer service. Mark has served as the president of the National Speakers Association and is one of the youngest speakers ever to be inducted into the Speaker Hall of Fame. Mark has authored eight books and nearly two dozen audio and video training programs including the bestselling books *The Fred Factor*, *You Don't Need a Title to Be a Leader* and *The Encore Effect*. In 2007 Mark was awarded the Ambassador of Free Enterprise Award by Sales & Marketing Executives International. His impressive list of more than 2400 clients includes Harley Davidson, Costco, ESPN, First Data and Cisco.

**How to Make
Teamwork Work
with Anybody,
Anyplace, Anytime**



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