



OZSBI PROFESSIONAL DEVELOPMENT WORKSHOP

MANAGING TEAM EXPECTATIONS & ATTITUDES

PRESENTED BY: DALE MCCOY

Build stronger, more effective teams by reducing friction, improving communication, and creating clear expectations. This interactive workshop helps participants strengthen collaboration, value individual differences, build trust, and create a more positive, productive work environment.

IN THIS WORKSHOP, YOU WILL LEARN HOW TO:

- Understand the difference between work groups and teams
- Identify the traits of high-performing teams
- Assess how team differences strengthen team performance
- Apply Tuckman's Team Development Model to your own team
- Set clearer team expectations using a five-step process
- Evaluate team connections and where time is best spent
- Build trust and refuel positive team connections
- Recognize personality differences to improve communication

This workshop is ideal for supervisors, managers, and team leads who work closely with immediate or extended teams.

OCTOBER 14, 2026 9:30 AM TO 4:30 PM | LUNCH INCLUDED
\$250 FOR OZSBI MEMBERS | \$275 GENERAL ADMISSION
GO TO [CRM.OZSBI.COM/EVENTS](https://crm.ozsbi.com/events) TO REGISTER

In Partnership with:



Missouri State University SBDC - West Plains
395 East Jackie Garrett
West Plains, MO 65775
sbdc.missouristate.edu

Funded in part through a cooperative agreement with the U.S. Small Business Administration. Programs are extended to the public on a non-discriminatory basis. Reasonable accommodations for persons with disabilities will be made if requested at least 2 weeks in advance. Contact Madison at 417-256-9724.

Ozarks Small Business Incubator, 408 Washington Ave., West Plains, MO 65775