

A practical course introducing the concept of team mental models, how they shape coordination and performance, and how leaders and teams can intentionally strengthen shared understanding to work more effectively.

### Course Objectives

- Understand what mental models are and why they matter for team performance
- Identify different types of team mental models
- Recognize misalignment in team understanding
- Learn simple methods to assess team mental models
- Apply practical strategies to strengthen shared understanding

### Target Audience

- Professionals, Team leaders and supervisors
- Project managers
- HR/OD practitioners
- Members of cross-functional, virtual, or hybrid teams

### Module Breakdown

#### Module 1 — Introduction to Mental Models

##### Objectives:

- Define mental models and their role in individual and team thinking
- Understand how mental models influence perception, communication, and decision-making

##### Topics:

- What mental models are
- Why mental models matter in team performance
- Individual vs. shared mental models
- Examples from aviation, military teams, medicine, and business

### Module 2 — Types of Team Mental Models

#### Objectives:

- Learn the four commonly referenced types of shared mental models
- Identify how each type contributes to coordination and performance

#### Topics:

- Task mental models (understanding goals, processes, workflow)
- Team mental models (roles, abilities, interpersonal expectations)
- Equipment/technology mental models (systems, software, tools)
- Team interaction mental models (communication patterns, conflict norms)

### Module 3 — How Shared Mental Models Develop

#### Objectives:

- Understand the processes through which shared mental models form
- Identify barriers in real-world teams (especially virtual teams)

#### Topics:

- Interaction, communication, and shared experience
- Team learning and feedback loops
- Leadership behaviors that accelerate alignment
- Barriers: turnover, low trust, ambiguity, virtual distance

### Module 4 — Measuring Team Mental Models

#### Objectives:

- Explore how to assess mental models using low-cost or practical methods
- Learn qualitative and quantitative options

#### Topics:

- Concept mapping
- Paired comparison tasks
- Structured interviews

- Card sorting
- Similarity ratings
- Observation and behavioral indicators
- Advantages and limitations of each method

### **Module 5 — Strengthening Shared Mental Models**

#### **Objectives:**

- Learn evidence-based strategies to strengthen mental models
- Understand the role of leadership, training, and facilitation

#### **Topics:**

- Cross training
- After-action reviews / structured debriefs
- Scenario-based learning
- Team reflexivity
- Psychological safety and open communication
- Tools that reinforce alignment (checklists, SOPs, collaborative platforms)

### **Module 6 — Mental Models in Virtual & Hybrid Teams**

#### **Objectives:**

- Address unique challenges faced by distributed teams
- Learn practices that build alignment at a distance

#### **Topics:**

- Overcoming reduced information richness
- Replacing informal social cues
- Designing intentional communication loops
- Digital tools that support shared understanding
- Virtual onboarding structures

### Module 7 — Applying Mental Models to Real Business Problems

#### Objectives:

- Connect theory to practical applications
- Improve team coordination, speed, and decision quality

#### Applications:

- Project teams
- Cross-functional teams
- Leadership teams
- Crisis and rapid response teams
- Innovation teams

#### Format:

- 1-day workshop or
- 2 × 2-hour virtual sessions or
- Short blended learning module (self-paced + live discussion)

*Also available as Speaking Clubs, 1 Day Workshops or Individual classes*

*Contact Us*

## Team Mental Models

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### Format:

- 5 Modules (60–90 min each)
- Blended delivery (classroom + LMS compatible)
- Includes discussion, frameworks, case work, and reflection activities

*Also available as Speaking Clubs, 1 Day Workshops or Individual classes*

### Contact us: