



TEAM WORKING

And Communication

Course Introduction:

Businesses often ask employees to complete projects that require they work as a team. Working together has many benefits, including the possibility to create new friendships, a sense of group accomplishment and distribution of responsibilities. Conversely, teamwork also may cause tension and anxiety among employees because of poor communication. Effective communication can eliminate much of the stress and negative feelings sometimes associated with working closely as a team. Business owners should encourage their employees to communicate with one another clearly when working together. This is especially important for smaller companies, whose employees often must work closely with one another.

Course Objectives:

- Understanding your role as manager and leader
- Establishing clear objectives and standards of performance for your team
- Managing your workload using effective prioritization and delegation techniques
- Maximizing your influencing skills
- Building an effective team
- Developing and leveraging the capabilities of team members
- Describe the basics of motivation. Define motivation as a process, and describe some theories about how motivation can affect your productivity.

Who Should Attend?

Managers, supervisors, and team leaders who are responsible for building and maintaining effective teams in the workplace.

Course Outline:

Module One: What is emotional intelligence?

- Emotions defined
- Where emotions come from
- The importance of emotional control in today's society
- The origins of EI theory
- How emotional intelligence is measured – EQ
- Characteristics of EI
 - Self-awareness
 - Self-regulation
 - Motivation
 - Empathy

- Social skills
- The benefits of EI for you.
- The benefits of EI for others.
- The benefits of strong EI to your organization.
- How to measure your own EQ and how to develop it.

Understanding Your Role (Leadership)

- Leader or manager?
- Self-perception
- Beyond the job description: finding out what your organization requires of you
- Balancing conflicting stakeholder demands
- Understanding the nature of change
- A model for implementing change.

Bring a Franklin Covey Leadership solutions to train your organization

- Overcoming the Execution Gap
- Steps to Effective Team Execution
- Achieve Your Goals Amid the Day-to-Day Demands
- Creating an Accountability System
- Turn Strategy Into Action

Module Two: Team Building, People Management and Motivation

- How high-performing teams work?
- Identifying team roles
- Teams in practice: teambuilding exercise
- Motivation and reward
- Building and sharing a vision
- Different approaches to leadership

Personal Effectiveness, Time Management and Delegation

- Understanding yourself and your organizational environment
- Outcome orientation
- Setting personal and team objectives
- Managing performance
- Finding and using time effectively
- A model for effective delegation.

Leading Different Types of Teams

- Employing Teams at Harley Davidson

- Creating Virtual Teams through Technology
- Overcoming Resistance to Teamwork
- Meeting Team Performance Challenges
- Understanding the Stages of Team Development
- Essential Skills for Team Leaders

Module Three: Techniques for engaging employees

- Informal participative decision-making programs
- Job enrichment,
- Continuous improvement
- Self-managed work teams.
- Quality circles
- Informal and formal consultation processes
- The establishments of charters with employees

Taking Initiative

- Defining Initiative
- How to Develop Initiative:
 1. Develop a Career Plan
 2. Build Self-Confidence
 3. Spot Opportunities and Potential Improvements
 4. Sense-Check Your Ideas
 5. Develop Rational Persistence
 6. Find Balance

Dealing with Difficult Team Members

- Common Causes of Difficult People on a Team
- Types of Difficult People
- Adopting an Assertive Approach
- Models for Effective Counseling
- Managing the Difficult Team Member
- Dealing Appropriately with Personal Criticism

Module Four: Communication, Influence & Conflict Management

- Channels of communication
- Effective listening skills
- Emotions and rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively.

Enhancing Team Performance through Coaching and Development

- How people learn?
- Coaching for personal and team growth
- Feedback skills
- Development planning
- Next steps

Creating the Right Environment for Teams

- Introduction to Advanced Teamwork
- The Individual Creative Work
- The New Role of Leadership
- The Red Quadrant
- Team Trust Issues
- Creative Abrasion of Conflict

Module Five: The 17 Indisputable Laws of Teamwork

Global best practices of Motivation

- Overview of motivation
- Identifying motivating and un-motivating factors
- Discussing automatic negative thoughts
- Developing your motivation
- Overview of the motivation process
- Discussing the motivation process
- Discussing the benefits of motivation
- Discussing motivation theories

Retaining Talented People

- Why do talented people wish to leave
- The early indicators of dissatisfaction
- motivation principles
- The attitude of "Jobs for Life" in the modern world
- Understanding Employee Loyalty - is it still valid?
- Managing talent from pre-employment to separation
- Talent retention strategies
- Defending against a volatile labor market - they want your talent
- Revisiting the resignation process
- Review of whole program
- Developing personal development plans
- Issue Certificates

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session