

TEAM PARTICIPATION

DAYS OF TRAINING: 1

PREREQUISITES: None

UNDERSTANDING TEAM FUNDAMENTALS

Team fundamentals

- Organizing a team
- Identifying the importance of a team member
- Differentiating between types of teams
- Identifying team categories
- Identifying a team life cycle and its size

Team member roles

- Identifying the responsibilities of a team member
- Making a decision
- Planning and monitoring team effectiveness
- Identifying the stages of team building

Team goals

- Identifying an effective team goal
- Identifying the effect of hidden agendas
- Giving and receiving feedback
- Giving positive reinforcement
- Understanding team inefficiency

Working together

- Identifying the effects of personality
- Understanding communication breakdowns
- Identifying a need for conflict
- Resolving conflict in a team

COMMUNICATING IN TEAMS

Team communication

- Using open communication
- Communicating in a team

Elements of communication

- Understanding verbal communication
- Using powerful language

Supportive, effective communication

- Communicating supportively
- Communicating effectively

NONVERBAL COMMUNICATION AND ACTIVE LISTENING

Nonverbal communication

- Understanding nonverbal cues
- Identifying types of nonverbal cues
- Meshing verbal communication and nonverbal cues
- Using positive nonverbal cues

Active listening

- Identifying benefits of active listening
- Identifying listening pitfalls

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- Becoming an active listener
- Response to input
 - Identifying guidelines for response to input
 - Responding to input

CONFLICT

- Identifying conflict
 - Identifying conflict in a team
 - Identifying the causes of and need for conflict
- Nature of conflict
 - Identifying sources and types of conflict
 - Identifying the effects of conflict
- Power
 - Identifying types of powers
 - Identifying effects of power

RESOLVING AND HANDLING CONFLICT

- Resolving conflict
 - Identifying a conflict resolution method
 - Resolving a conflict between the team and yourself
- Handling conflict
 - Understanding conflict-handling principles
 - Identifying guidelines for handling criticism
- Conflict resolution styles
 - Monitoring your own reactions
 - Understanding conflict resolution styles
 - Choosing conflict resolution styles
 - Identifying damaging styles

MAKING A DECISION

- Collective decisions
 - Identifying thought patterns
 - Discussing collective decision-making
- Team decisions
 - Understanding team decisions
 - Understanding groupthink
 - Preparing for team decision-making
- Decision-making methods
 - Understanding decision-making methods
 - Understanding the consensus process

CONSENSUS

- Consensus process
 - Identifying prerequisites to the consensus process
 - Understanding steps of the consensus process
 - Identifying ways to reach consensus
 - Identifying how to manage conflict
- Consensus challenges
 - Identifying consensus challenges
 - Understanding detrimental attitudes
 - Identifying a detrimental behavior
 - Identifying pitfalls of the consensus process

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