

## Team Skills

### **Course Description**

A 2-day hands-on, interactive course that enables participants to understand, develop, and practice real skills in working in teams. This course focuses on self-awareness, hands-on exercises, role plays and teamwork. It is suited to all team members.

### **Course Goals**

Participants walk away with the skills, tools and techniques to successfully work in teams. This course is the first step. Participants will then be required to put into practice in a structured way what they have learned.

### **Course Content**

- The definition of a team
- Characteristics of an effective team
- Roles in teams
- Managing conflict
- Problem solving methods
- Group decision making
- Communicating in teams
- Getting to team effectiveness
- Being motivated
- Team building tips

### **Methods**

We use little theory and lots of practice, with active feedback, discussion, role plays and exercises.

### **Overview**

#### **Day 1 - morning**

Introduction  
The definition of a team  
Characteristics of an effective team  
Roles in teams

#### **Day 1 - afternoon**

Managing conflict  
Problem solving methods  
Group decision making

#### **Day 2 – morning**

Communicating in teams  
Getting to team effectiveness

#### **Day 2 - afternoon**

Being motivated  
Team building tips  
Wrap-up