Build Your Team - Mastering Effective Team Communication

Course Overview

Fostering a sense of belonging and achieving high organizational performance hinges on mastering effective communication. This skill is crucial for nurturing a collaborative team spirit, enabling members to reach their full potential, and strengthening challenging relationships.

Effective communication encompasses not only what you say but also how and to whom you say it. Reflect on your communication dynamics with your team: Is there an imbalance? Are the same individuals always sharing ideas, or is there a tendency to hoard information for self-preservation?

This communication workshop is designed to equip participants with distinctive communication skills, providing them with a significant boost in their interpersonal abilities. Participants will discover how effective communication can unlock their potential and bring out their best qualities. With the tools and techniques from this workshop, they will also learn to appreciate and adapt to each other's communication styles, ultimately working together more effectively to achieve their shared goals.

Learning Objectives

- ¨Learn how to enable an effective team communication
- ¨Understand and recognize Tuckman's stages of group development: Forming, Storming, Norming, Performing, and Adjourning.
- ¨How can we communicate with each other the best possible way?
- ¨How can goals be communicated in a more accurate and motivating way?
- ¨How can I sharpen my own senses and behavior, to create a positive interaction with my team?
- ¨build a culture and how people work together
- ¨How can we give and receive constructive feedback

Who Should Attend

This course is designed for New Hires, Executives, Managers and identified individuals in the organisation, integral to the business objectives and targets.

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Course Methodology

Immerse yourself in dynamic learning through group activities, demonstrations, hands-on projects, and practical work. Experience a comprehensive educational journey that combines problem-solving, interactive sessions, storytelling, and assessments to enrich your learning experience.

Course Outline

Time	Day 1	Day 2
0900-1300	1. Pre-Course Assessment 2. Course Overview 3. Ice Breaker Activities 4. Get to know Your Communication Personality ○ Understanding each other, knowing our blind spots and appreciate our differences ○ Questionnaires that helps the participants to identify their inherent communicative style .. 5. Effective Workplace Relationships ○ Working Cooperatively ○ Managing Conflict ○ Self-Assessment ○ Preventing Problems ○ Dealing with Problems ○ Managing expectations	1. Re-cap ○ Discussion ○ Role Play Activity 2. Our Team Vision ○ Clarify the work of our team; ○ Define the kind of team we want and need to be; ○ Create a compelling reason why we should work as a team and D) Agree on how we will work as a team ○ Goal Setting
1300-1400	Lunch Break	Lunch Break
1400-1700	6. Active Listening for Team ○ Common Barriers to Effective Listening and how to overcome them ○ Quadrant of cognitive / explanatory styles ○ Understanding Active Listening ○ Sending Good Signals to Others ○ Ladder of Inference ○ Reflection ○ Group Activities 7. Make Meaning (Reflection and Dialog) ○ Communicate concerns and challenges in a clear manner. ○ Learn from one another's insights to increase our collective understanding ○ Case Study	3. Overview of Tuckman's 5 Stages of Team Development ○ Forming: Understanding and Recognizing the Initial Stage ○ Storming: Overcoming Challenges and Conflict ○ Norming: Building Consensus and Cooperation ○ Performing: Achieving Goals and Objectives ○ Adjourning: Celebrating Successes and Reflection on Lessons Learned 4. Building Trust ○ Trust as the foundation and corporate behavior ○ Feedback techniques –How to give and how o receive feedbacks ○ What is our common strengths and weaknesses? ○ Identify significant events and insights ○ Learn from our last 24 months together ○ Identify top key insights: Continue; Change 5. Summary and Conclusion