

Effective Team Communication

Training Outline

Course Length: 2 to 3 days

Course prerequisites: none

Overview

This workshop identifies the characteristics of high performing teams, and facilitates the skill development needed to achieve these standards. Both new and established teams will benefit from this workshop by improving their active listening and reacting skills, and by learning how to plan and lead effective team meetings. This course is designed for both team leaders and team members.

Performance Objectives

- Identify the stages of team development, team processes, and the basics of how teams should operate.
- Help team members understand, value, and be able to manage individual differences.
- Facilitate team development through effective communication and reacting skills.
- Improve the effectiveness of team meetings.

Course Content

Section I: Introduction

Section II: The Power of Teams

Section III: Understanding Individual Differences

Section IV: Active Listening

Section V: Reacting Skills

Section VI: High-Performing Teams

Section VII: Meeting Skills

Section VIII: Applying Learning