



## Teamworking

It's an overused and hackneyed phrase –"Teamwork makes the dream work". That doesn't mean it's wrong. On completion of this course delegates will understand the essentials of teamwork and leave with the ability to get the most from any team.

### Module 1 Introduction to Teamwork

- Icebreaker activity to get to know each other
- Overview of course objectives and agenda
- Why teamworking is so important

### Module 2 The Importance of Teamwork

- Characteristics of effective teams
- Benefits of good teamwork in the workplace
- Costs of poor team collaboration

### Module 3 Improving Team Communication

- Active listening techniques
- Providing constructive feedback
- Managing conflict productively

### Module 4 Building Trust & Respect

- Understanding different working styles
- Appreciating diversity on a team
- Building rapport and understanding each other

### Module 5 Collaboration Skills

- Setting team goals and expectations
- Fostering creativity and innovation as a group
- Facilitating meetings effectively

### Module 6 Accountability & Ownership

- Taking responsibility for your role
- Holding each other accountable
- Celebrating team successes

### Module 7 Wrap Up & Action Planning

- Review of what was learned
- Individual action plans for improving teamwork