Mastering Effective Team Communication

HS-106

Duration: 2 days; Instructor-led
Time: 9:00 AM – 5:00 PM

ABOUT THIS COURSE

Building a sense of belonging and becoming a high performing organisation is the purpose to master effective communication. This will build a good team spirit among team members that will allow them to reach their potentials. Effective communication can also help to strengthen difficult relationships.

Communication is what you say, how you say it, and to whom you say it. Think about your communication style with your team. Is there an imbalance? Is it the same people sharing ideas, or more self-preservation and hoarding of information?

Through this communication workshop, the participants will develop unique communications skills which will give them a tremendous uplift. The participants find out how communication has the power to bring out the best in them. With the communication tools of this workshop, the participants will also be able to understand each other's communication style and achieve their common goals.

AUDIENCE

This programme is designed specifically for:
- Executives, Business Development Officers
- Supervisors
- Finance Personnel
- Operations Personnel
- Procurement Officers
- Customer Service Personnel, Front Liners

METHODOLOGY

The course is an Interactive and enjoyable course that will involve:
- Brain-friendly/Interactive Lectures
- Demonstration
- Games and Simulations
- Video/Audio Presentations
- Practical Exercises
- Interactive and Engaging Learning
- Group Discussions
- Experiential Learning

OBJECTIVES

- Learn how to enable an effective team communication
- Understand and recognise 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?

COURSE CONTENTS

Module 1:   Getting the Facts Straight
- Starting with the Basics
- Understanding Team Culture

Module 2:   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

Module 3:   Purpose, People, Process
- Why Communicate?
- Welcome and Purpose
- Clarify roles
- Overview of the outcomes and design
- Questions
- Case Study

Module 4:   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

Module 5:   Our Story Insights from the year so far
- What? Identify significant events and insights
- Why? Learn from our last 18 months together
- How?
  - 3 key events and insights from the year
  - Place on the year Time line and tell our story
  - Identify top key insights: Continue; Change
  - Debrief and Next Steps
- Reflection: Follow up on Next Steps for the year

Module 6:   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

Module 7:   Tuckman's Stages of Group Development

- Forming
- Storming
- Norming
- Performing
- Group Activities - Discussions

Module 8:   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

Module 9:   My Focus to Make A Difference in my team

- Focusing on Outcomes and not just action to to drive Results
- The focus Mind of the individual with Passion in a difficult situation & environment
- I make a difference in my work environment
    - o   I will Start First
    - o   I will Create First
    - o   I will initiate First
- The concept of Giver Taker Principles

Module 10:   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?
    - o   Identify significant events and insights
    - o   Learn from our last 24 months together
- Identify top key insights: Continue; Change
- Debrief and Next Steps

Personal Action Plan