

Effective Teamwork Strategies

Course Overview

Is this your situation?

Maybe you've joined a new team or have been a part of teams your whole life, but you know that in order to achieve success you must know how to be part of a team. You've picked up some best practices through your experience but think you could be even more successful if you have a more advanced understanding of team dynamics, cooperation, and the best practices that lead to team success. You've probably been on teams long enough to see conflict break teams apart or poor decision-making lead teams to failure.

If any of this sounds familiar to you, then this course was designed for you. The topics and best practices covered in this course were developed to provide you with a more advanced understanding of how to be an effective teammate, and to more easily achieve personal and team success.

Module 1

Team Fundamentals

Consider the behaviors and performance of the team you're on and learn the difference between groups and teams and how trust is a key ingredient to establishing a strong team.

- Describe the characteristics of a team and your team's strengths and developmental needs
- Explain the difference between work groups and teams and how trust enables teams to achieve results
- Recognize the pitfalls that stand in the way of team success

Module 2

Leverage Team Dynamics and Cohesion

Learn about the forces that bring teams together and understand the stages of team dynamics and how teams progress through these stages as they work together.

- Explain how to use task and social cohesion to create more cohesive and effective teams
- Summarize the four stages of group development and how groups evolve over time
- Identify your teammates' personality types and the needs and fears of different personalities

Module 3

Enhance Cooperation

Everyone on a team wants to be on a cooperative team, but what happens when a teammate isn't cooperative? How should you react, and what's the best way to approach the situation for you and the team?

- Discuss the reasoning and thought processes involved in cooperation
- Describe the benefits and limits of cooperation based on the circumstances
- List cooperation best practices that maximize personal and team success

Module 4

Establish Effective Team Communication

How to reinforce positive communications to create a culture of communication within your team and how active listening skills, along with the right questioning, can make you a leader and facilitator of communications on your team.

- Describe communications within your team, including strengths and developmental needs, and the importance of strong relationships for effective team communications
- Explain how to reinforce positive communications and repair negative communications
- Summarize the dos and don'ts of active listening and how to use questions to better facilitate team communications

Module 5

Resolve Team Conflict

Part of the success of teams in today's businesses can be attributed to the inclusion of diverse ideas. Allowing the free exchange of ideas requires team members to manage conflict and distinguish between bad conflict and conflict that can improve or enhance the team.

- Identify the causes of conflict and how conflict escalates and can cause damage within a team if not addressed
- Discuss the components of healthy or good conflict and where the line is between good and bad conflict
- Describe how to de-escalate conflict and the issues that are important to you or worth engaging in conflict

Module 6

Improve Team Decision Making

Decisions are only as good as the input that's included in making the decision. Resolutions to problems are only as good as the understanding of the problem. In nearly all cases, the old adage of two heads are better than one is true.

- Identify your problem-solving style and your teammates' preferred styles
- List problem-solving and decision-making methods
- Explain how to maximize decision-making and problem-solving effectiveness and avoid issues that prevent effective decision making and problem solving