

## Team Working Skills

*How to be an effective and welcome member of the team*

### Course benefits:

Effective teamwork is a prerequisite for success in most fields of human endeavour. For teams to thrive, effective leadership, both formal and informal, must be in place.

This course shows you how to work effectively as a team member, and how to take the leadership role when that is required.

### Who should attend:

Team Working Skills is aimed at those people who are new to working in a team or are about to take, their first step on the leadership ladder.

### What you will learn:

On successful completion of this workshop, attendees will be able to:

- Describe the role of the team member and team leader
  - Apply different leadership styles
  - Describe how to motivate and de-motivate
  - Define and solve problems
  - Organise the team to make decisions
1. Set and achieve goals for quality work products and projects

### What you will cover:

- Teamwork – Why Teamwork is Important; Teams versus Groups; Team Members / Roles; Coupling and Cohesion; Teams over Time
- Leadership – Leaders and the Led; Leadership As A Job; Psychological Distance; Eye-Spy Leaders
- Motivation – Personal and motivation of others; motivators and de-motivators; motivation models; team building, goal setting and achievement
- Problem Analysis and Problem Solving – What problems are; Problem Analysis; Problem Solving; Cause and Effect Analysis; Golden Rules; Problem Solving Methods; Rationalising The Process; Creative Thinking; Validating Your Ideas; Refining Your Ideas
- Decision Making – Decision making; Decision making exercise; Difficulty; Commitment; Decision analysis; How to think
- Quality - What is Quality? Quality Plans; Quality Attributes; Quality Economics; Peer Group Reviews

### How you will learn:

The emphasis is on practicality. Only 20% of the learning experience is via lectures and even those are highly interactive.

All course work involves teamwork, using exercises, discussion, and simulations. Attendees spend time as team members and team leaders and other delegates are encouraged to give constructive comments on performance.

### Duration and availability:

One day. Public and in-house.

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