

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

First-line associates and support personnel required to work as a team.

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

ACCREDITED BY EMPLOI-QUÉBEC

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Corporate Training

"Group Effectiveness" Series

Team Work

DESCRIPTION

The Team Work course is designed for people who must work as a team or people who wish to acquire this skill to reach their personal goals. Participants to training will learn to identify the main components of team work, develop efficient team work skills, and take responsibility as a way to function well within a team.

OBJECTIVES

Allowing the participant to:

- Understand team dynamics
- Encourage participation and engagement
- Use adequate techniques and tools to interact with teammates
- Get organized in a team setting
- Communicate efficiently, regardless of their position

COURSE CONTENT

Team Dynamics

- What is a work team?
- Going from group to team work
- Synergy
- The development stages of a team
- The links in a chain
- A team: a group in action

Getting Results

- Objectives, responsibilities & strategies
- Setting the result to achieve
- Why are we together?
- What should we do?
- Where are we heading?
- Using work practices
- Taking initiatives to move forward

The Rules of the Game

- How to work together
- Is there a problem?
- Do we all agree?
- Activating communications
- Stimulating collaboration
- Helping the discussion move forward

Teammate: My Role Within the Team

- Offering your services
- Maintaining harmonious relations
- Motivating
- Taking responsibility
- Building trust
- Showing enthusiasm
- Encouraging solidarity
- Acknowledging the contribution of other team members