

## 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

#### Allows Participants 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

### Course Specifications

#### Duration:

Training is given in one day

(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.

#### Certification :

Training Certificate

#### Delivery Method:

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

Follow-up available (Optional)