



Communication, Team Building

(Up to 16 Hrs.)

Customized Solutions

1. Communication

Course Objectives:

Provide participants with communication techniques that will permit clear communication of tasks, goals and outcomes in the workplace. Provide specific skills for giving feedback, instructions and suggestions to improve job performance.

- The Communication Model
- Listening skills
- Questions: Open-ended, Closed-ended
- Paraphrasing, Summarizing
- Non-Verbal Messages
- Giving Feedback
- Giving Instructions, Making Requests, and Offering Suggestions

2. Building Effective Teams

Course Objectives:

Provide participants with team skills that will enhance team communication, team-based goal setting and problem solving to improve job performance.

- Types of Teams
 - Developing Team Norms
 - Stages of Team Development
 - Effective Team Characteristics
 - Team Problem-Solving Techniques
 - Resolving Conflict
- Team Action Plans and Planning Tools