Understand how to establish an effective

INTRODUCTION

The purpose of this course is to help develop knowledge and understanding of how to establish an effective team

In order for a team to perform effectively the members need to work together in a positive and constructive manner. Many things such as listening to others, treating each other with respect, empathy and acceptance of differences can all contribute to achieving effective working relationships within the team.

In order for a team to perform effectively the manager also needs to know how a team develops and that members have a preference for particular behaviours when working with others.

COURSE OBJECTIVES

- By the end of the course, delegates will:

- Understand how to develop and maintain effective working relationships

- Understand how to build a team

- Highlight the social skills that are appropriate in the workplace

- Understand the Importance of confidentiality in the workplace

- Understand the nature of formal and informal working relationships

COURSE DURATION: 1 Day Course

Equivalent to ILM Level 3 unit
Value of 1 credit

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COURSE CONTENTS

The nature of formal and informal working relationships
The role of open communications and the need to keep people informed, in creating effective working relationships

Differences between people, and the effects on relationship building

Differences in organisational culture and the effects on relationship building at work

Discuss behaviours which develop, maintain and destroy trust at work

The importance of maintaining confidentiality in the workplace

Characteristics of groups and teams – the differences, examples within the workplace

Tuckman's theory of group formation

Identifying team roles and the uses and implication for managers

Building a balanced team to achieve objectives

Personal Development Action Plan
Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice must of the theory covered