

Team Participation

1 day

Description

This ILT Series course teaches students how to be an effective team member. Students learn how to communicate effectively, adapt to various personality styles, overcome common problems, work on aspects of verbal and nonverbal communication, create a supportive team environment, understand the source of team conflict, and employ different conflict resolution styles. Course activities also cover resolving conflict, avoiding the negative consequences of conflict, maximizing real benefits, reaching consensus, and making positive contributions to team decisions.

Prerequisites

- *None*

Course Outline

Unit 1: Understanding team fundamentals

Topic A: Team fundamentals
Topic B: Team member roles
Topic C: Team goals
Topic D: Working together

Unit 2: Communicating in teams

Topic A: Team communication
Topic B: Elements of communication
Topic C: Supportive and effective communication

Unit 3: Communicating nonverbally and listening actively

Topic A: Nonverbal communication
Topic B: Verbal and nonverbal communication
Topic C: Active listening
Topic D: Skills of listening
Topic E: Use of questions

Unit 4: Understanding conflicts

Topic A: Symptoms of conflict
Topic B: Nature of conflict
Topic C: Power play

Unit 5: Resolving conflicts

Topic A: Resolve team conflicts
Topic B: Handle conflicts
Topic C: Styles of conflict resolution

Unit 6: Making a decision

Topic A: Collective decisions
Topic B: Team decision
Topic C: Decision making methods

Unit 7: Understanding consensus method

Topic A: Consensus process
Topic B: Initiate a consensus process
Topic C: Overcome consensus challenges