



2 HOUR SEAT TIME

TEAMWORK

This CareerSafe® course covers strategies and techniques that will help you become a more effective and valued team member. Working on a team means that you have to be able to successfully communicate and collaborate with others. As a result, learning constructive ways to acknowledge differences and show respect is critical.



TOPIC MODULES:

Teamwork Foundations - 25 min

- Define the term “teamwork”.
- Explain the benefits of teamwork.
- Identify the characteristics of effective teams.
- Identify the characteristics of effective team members.
- Recognize how to acknowledge team members' rights to have differing opinions.
- Identify ways to demonstrate tolerance and respect when interacting with teammates.

Communication and Collaboration on Teams - 30 min

- Restate how effective communication contributes to a high functioning team.
- Describe the barriers to communication in teams.
- Recognize the role power dynamics have in communication.
- Explain how to give and receive feedback.
- Recognize strategies for working collaboratively with others.
- Identify strategies that increase the effectiveness of written communication.

Barriers to Effective Teamwork - 40 min

- Explain why conflict can be a healthy process for a group of people.
- Recognize examples of resolving conflict through improved communication.
- Identify which collaborative conflict resolution technique should be used.
- Identify strategies for handling aggressive and passive-aggressive people.
- Identify strategies to employ when having difficult conversations.
- Recognize the characteristics of unconscious bias.

Leadership within a Team - 15 min

- Recognize the characteristics of a good leader.
- Define the term “non-positional leadership”.
- List the benefits of non-positional leadership.
- List strategies to demonstrate leadership qualities.