

## **PROGRAMME PROPOSAL**

Customized team building programme according to your needs

### **Teambuilding**

#### **Program Overview**

Like it or not, teams are here to stay. An effective team, more often than not, produces first-rate results. High-performing teams exhibit accountability, purpose, cohesiveness, and collaboration. How do you turn a dysfunctional group into a productive team? Can you make a good team better? Find out the answers to both of these questions during a full schedule of active team building training.

#### **Program Objectives**

At this program's conclusion, participants should be able to:

- Describe the teambuilding process (Forming, Storming, Norming, Performing).
- Explain the four basic behavioral styles and how to manage each.
- Demonstrate effective listening skills.
- Rephrase blunt wording for better communication.
- Identify team strengths and opportunities for improvement.

The following outline highlights some of the course's key learning points. As part of your training program, we will modify content as needed to meet your business objectives.

## Course Outline

### **Joining Forces: What Makes a Team**

This training begins with a discussion of what makes a successful team and where the participants' teams are falling short.

### **The Communication Jungle: Understanding Different Communication Styles**

Unit two focuses on Business Training Works' signature diagnostic tool, The Communication Jungle, which participants learn to identify their own behavioral styles, the styles of their teammates, and how adjust for better communication. This module is beneficial to all who wish to work better with different kinds of people.

### **Beyond Hearing: A Model for Better Listening**

This component of the training exposes participants to a method for improving their listening skills. They will learn how to focus on the speaker, empathize with what is being said, analyze the message, and respond. Also they will engage in several rounds of practice listening where they will pinpoint their biggest challenges for additional instruction.

### **Better Questions, Better Answers: Skills for Eliciting Communication**

Many people can have an entire conversation without asking a single question. Unfortunately, they often miss the point, miss out on facts, or miss an opportunity to communicate that they really understand the speaker. This segment focuses on how to ask open-ended and closed-ended questions and when to use each for better team communication.

### **It's Not What You Say...: Rephrasing for Better Relationships**

The lesson "it's not what you say but how you say it" is one that takes some people years to learn. In this portion of the program, participants will learn how to use language so that it will be better received in conversations and in writing.

Special emphasis is placed on learning to say "no" in ways that reduce conflict and eliminating phrases such as "that's not my job" and "I don't know."

### **Difficult Personalities and Difficult Situations: Dealing with Challenges**

This section looks at ways to deal effectively with difficult personalities and difficult situations. From "negaholics" to backstabbers and whiners to minimal contributors, participants will discuss better ways in which to communicate and manage relationships with those whose actions make the process harder.

### **Lost In Space: Teambuilding Survival Skills**

Both fun and insightful, the program's final lesson includes a simulation game where a team is stranded in space with limited oxygen and supplies. Together, they must determine what items to select while waiting to be rescued. During this activity, participants focus on negotiation and listening skills. Further, they discover that group consensus can lead to a better conclusion than choices made by individuals.

By the end of this program, participants will learn to value the different behavioral styles of the people on their team. They will also know how to listen better and ask better questions, choose their words carefully for better communication, and deal with challenging situations.