

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve Performance

Course Name:
Teamwork and
Collaboration: *Achieve
Impactful Results
through Teams*



COURSE DURATION: 1 Day

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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COURSE OVERVIEW

Attending the Teamwork and Collaboration course is essential for anyone looking to enhance their team dynamics and collaborative skills in a professional setting.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
- Virtual instructor-led training
- Nationally on-site at the client

COURSE OBJECTIVES

This practical **one-day course** offers practical insights into forming, leading, and participating in high-performing teams. Participants will learn effective communication strategies, conflict resolution techniques, and decision-making skills crucial for today's diverse and fast-paced work environments.

COURSE OUTLINE

Module 1: Introduction to teamwork

- Understand the importance of teamwork
- The evolution of teamwork in the modern workplace
- Activity: Ice-breaker exercises for team building

Module 2: Fundamentals of effective teams

- Characteristics of high-performing teams
- The role of diversity and inclusion in team dynamics
- Workshop: Assessing your team's strengths and weaknesses

Module 3: Communication skills for teamwork

- Effective communication techniques in teams
- Overcoming communication barriers
- Group Activity: Role-playing communication scenarios

Module 4: Collaboration and team dynamics

- The mechanics of collaboration in teams
- Managing conflicts and difficult conversations
- Case study: Analysis of successful collaborative projects

Module 5: Build trust and accountability

- How to foster trust within teams
- Cultivate accountability and responsibility
- Exercise: Trust-building activities

Module 6: Decision making in teams

- Strategies for effective team decision making
- Navigating groupthink and promoting diverse opinions
- Workshop: Group decision-making exercises

Module 7: Technology and virtual collaboration

- Leverage technology for team collaboration
- Best practices for virtual teams
- Practical Session: Using collaboration tools for a virtual project

Module 8: Measure team performance and success

- Metrics and KPIs for evaluating team success
- Continuous improvement in teams
- Group project: Design a team performance evaluation tool