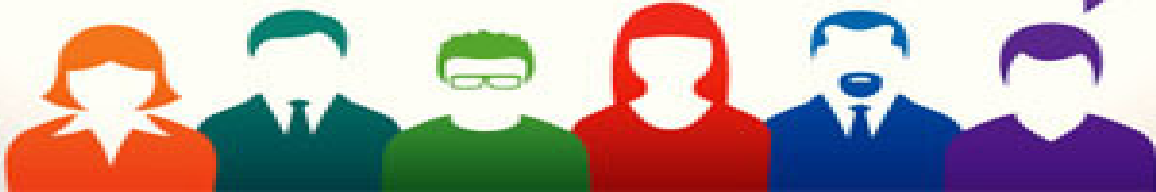


TEAM COMMUNICATIONS



Introduction

For greater productivity and a conducive work environment, good communications among teams and departments are essential. When communications are clear and vibrant, there will be more understanding among employees, more goodwill and fewer conflicts among them.

Communication among team members must be open, direct, timely and relevant. It is also essential for teams to have a wide circle of influence and this is achieved partly through a sound ability to communicate.

This 2-Day workshop is designed to empower you with knowledge and tools on how to be an effective team player and communicator.

Content Outline:

1. The Importance of Open Team Communication
2. Behaviours that cause Breakdowns in Team Communication
3. Types of Verbal Communication
4. Use of Nonverbal Communication
5. Language and Impact on Communication
6. Influencing and Persuading Team Members
7. Winning Trust from Team through Active Listening
8. Team Guidelines for Effective Communication
9. Putting It All Together

Methodology

This workshop is designed to use a blended approach of sharing knowledge concepts with practical workshop activities. Participants will learn from experiential exercises. The following tools and techniques will be used:

- Individual and group work
- Quizzes
- Peer group sharing
- Case studies
- Team Communication Guideline / Framework Role play
- Communication Strategy Framework
- Communication Guidelines model
- Videos
- Workbook
- Facilitator's feedback and input

Who Should Attend

- Management
- Those who have to lead and manage teams

**Facilitator
Philip Tan**

Duration : 2 days