

Module 1 Effective Team Player

Understanding how teams work is essential in today's world of work. Knowing how to contribute effectively and how to get others to contribute will help you deliver on the organisation's goals and objectives. This module explores teamwork: what makes a good team, the traits needed to be developed, the stages teams go through and how to stay in the performing phase.

Learning objectives:

- Understand the challenges in managing a team and how an individual team player can actively support the team leader
- Identify the attitudes, behaviours and disciplines required of great team players • Understand the stages in the evolution of teams and how they can contribute to ensuring that the team consistently delivers to a high level of performance
- Identify ways in which individualistic well-intentioned behaviours can limit and frustrate team performance
- Determine and commit to personal behaviours to improve the team's cohesion, performance and collective spirit

Module 2 Communicating with Impact

Communication is more than speaking words. It is about listening to understand and then using that information to influence action. It's about letting the other person know they are heard and then responding in a way that encourages co-operation and collaboration. It's about enhancing working relationships as people employ effective styles and approaches to communication.

Learning objectives:

- Understand how communication works and what you can do to enhance your skills
- Recognise the impact of different communication styles and determine ways to develop the optimum approach
- Address difficult situations with increased confidence and skill
- Use communication skills to enhance team collaboration and co-operation

Module 3 Customer Service Workshop

This workshop will provide the opportunity for participants to explore what it means to deliver excellent customer service. Engaging in a process of determining each "Moment of Truth" and setting the standards of care for each moment will facilitate team involvement and inclusion. It will also ensure that the care provided is based on the knowledge of The organisation and its customers. Providing employees with the tools to effectively respond to customers and manage challenging situations with professionalism and care is important.

Learning Objectives:

- Determine the standards of care customers expect and will receive
- Agree on approaches for managing difficult situations effectively

- Commit to actions to enhance the care provided: following up on commitments given, demonstrating accountability for identified actions
- Appreciate the value and complexity of different cultural requirements
- Demonstrate effective communication skills

Module 4 Understanding Self and Others

To manage others, individual need first understand their own strengths and blind spots which influence their reactions and responses. By managing themselves more effectively they will be better positioned to manage other people. The Enneagram will be used to facilitate understanding of both self and others.

Learning objectives:

- Recognise and appreciate the strengths of their natural leadership style
- Identify the strengths of others withing the team and determine opportunities to maximise the identified strengths
- Recognise their natural blind spots and determine actions to manage it effectively reducing stress and frustration

Module 5 Time Management and Decision-Making

Time management is about personal management. Understanding how you manage and structure your work tasks and deadlines will enable you to determine more effective approaches. Making small changes can deliver big results. This module explores work practices and presents alternative approaches which can lead to enhance effectiveness and reduced stress. It also explores how to approach decision-making so that you can confidently deliver on your role and achieve the required results.

Learning objectives:

- Analyse your current work practices to assess overall effectiveness
- Identify areas and practices that are “time wasters” and develop alternative approaches to handling them effectively
- Prioritise work resulting in more effective use of time
- Use a practical framework to work through a decision demonstrating skill and professionalism