

### Team Work Techniques – Basic

#### General Objectives:

At the end of the course, professionals are able to:

- To reinforce a spirit of common identity.
- Strengthening Synergies, developing coherence and cohesion of the team - "Walking together in the same direction."
- Optimize Communication and promote a climate of confidence and opening facilitator of Interpersonal Relationship.
- Promote Compromise Attitude with Success Team and collaboration among its elements.
- Promoting a Proactive and Cooperating Attitude in Troubleshooting.

#### Target Audience:

Mainly to Technical Coordinators, Assistant Technician and Operational Assistants.

#### Hours:

24 Hours

#### Program Contents:

##### **1 - WE ARE A TEAM?**

- Team vs Group.
- Characteristics of an Effective Team.
- Team Success Factors.

##### **2 - WE HAVE A CLEAR AND SHARED MISSION?**

- Mission, Values and Action.
- Alignment between action and mission.
- Roles of Team Members.

##### **3 - WHO ARE OUR COMPETITORS?**

- Cohesion and Coherence.
- Main rules of systemic functioning of the teams.
- Development Team Stadiums.

##### **4 - HOW TO RUN AS A TEAM?**

###### ✓ Communication:

- Locks to Effective Communication in the team.
- Styles Personal Communication.
- The Communication Flow in Team.
- Interpersonal Relationship:
- Quality of Relationships and Development Team.
- Acting Styles Personal and Organizational.
- Enabling Conditions and Inhibitory quality ratio.

###### ✓ Decision Making:

- Decision Making Process in Team.
- Decision-making methods.

- Implementation of Decisions.
- ✓ Troubleshooting:
  - Process Troubleshooting the team.
  - Analysis of the Key Issues identified by the team.