

DEVELOPING EFFECTIVE TEAM RELATIONS

Workbook – CONNECTING

Objectives

Having completed this workbook, you will be better able to:

- Understand how to use our five step plan to effectively share information and ideas with the best use of communication tools and techniques
- Maximise the potential of sharing ideas through face-to-face meetings, telephone, video and web conferences by using the five-step plan to facilitate discussions and deal with distractions and diversions in meetings
- Understand how to structure your written documents, using the five step plan, so the reader can quickly absorb the topic, identify the task and understand relevant information and ideas

Contents

Section 1

Plan First...

- Five steps
- Sharing information
- Sharing ideas and opinions

Section 2

Connecting through meetings...

- Purpose and plan
- Running meetings
- Following up
- Putting your case

Section 3

Connecting through writing...

- Purpose and plan
- Structure and layout
- Writing

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Workbook – BRIEFING TEAMS

Objectives

Having completed this workbook, you will be better able to:

- Understand how to draw your audience into the briefing by clarifying the results you want, and finding the key to effective communication
- Explain the principles of engaging your audience and how to find out about your audience
- Select the key techniques and tools for engaging your audience
- Bring the content together, draw up a detailed plan keeping your purpose and audience firmly in mind
- Understand how to develop your confidence to stand up and talk in front of people using effectively communication

Contents

Section 1

Communicate with purpose....

- Briefing scenarios
- What do you need to achieve?
- Two-way communication

Section 2

Consider your audience...

- Engaging minds
- Find out about your audience

Section 3

Select tools to engage...

- Asking questions
- Holding discussions
- Setting short activities
- Using visual aids and handouts

Section 4

Put the briefing together...

- The nature of the briefing
- Developing content
- Method, timing and planning
- Putting handouts and visual aids together
- Housekeeping and other basic details

Section 5

Deliver the briefing...

- Communicate effectively
- Building rapport
- Being confident
- Learn for next time

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Workbook – NEGOTIATE

Objectives

Having completed this workbook, you will be better able to:

- Focus on you, your reactions and how you can stay in control whilst being assertive, objective and aware of other people and of what's going on around you
- Understand how to become more influential and persuasive by knowing your stuff, preparing well and following some key pointers with a positive and assertive approach
- Solve problems together through understanding the nuts and bolts of the process and some techniques that will help you in action
- Understand how to stay in control of tricky situations and discussions and explain tips on how to take the fire out of a discussion and get it back on track

Contents

Section 1

Start with yourself...

- Look in the mirror
- Being Assertive
- Don't ignore your 'radar'

Section 2

Sway the crowd...

- Under the influence
- Hearts and minds and the bottom line
- The groundwork
- Putting your case

Section 3

Into the breach...

- Win-what?
- Do you need to negotiate
- Preparation, Preparation
- Plan your approach
- Plunge in

Section 4

When the going gets tough.

- You choose
- Suggested techniques

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Workbook – HANDLE THE HARD CASES

Objectives

Having completed this workbook, you will be better able to:

- Understand the rules and legislation that operate in the work place, and how you can contribute to the smooth running of these controls
- Identify the root of problems that can lead to poor performance, and apply the steps to take when carrying out disciplinary action with a team member
- Explain the issues surrounding grievances and why they arise, understand how to avoid them through pro-actively resolving conflict, and apply the steps to take when handling grievances

Contents

Section 1

It says in the Rules...

- Employment Protection – rights and obligations
- Understanding the Rules
- Your Role

Section 2

When Problems arise...

- Employee dissatisfaction
- Employer dissatisfaction
- Problem Solving
- The Discipline Process

Section 3

Its not my fault, it's theirs...

- Grievance Procedures
- Discrimination
- Harassment
- Bullying
- Taking the right action