

EFFECTIVE TEAM PLAYER

COURSE OVERVIEW

The Effective Team Player course is designed to equip participants with the essential skills and strategies required to function effectively in a team-oriented environment. Through a series of practical exercises, role-playing, and interactive discussions, this course explores the key elements that make a successful team player. Emphasis is placed on communication, collaboration, conflict resolution, and adaptability, which are critical in ensuring high-performing teams. Participants will leave the course with practical tools to enhance their contributions to their teams, improving both individual and collective performance.

TARGET COMPETENCIES

- Team Collaboration
- Communication Skills
- Problem-Solving Approach
- Conflict Resolution
- Adaptability and Flexibility

COURSE OBJECTIVES

By completely attending this course, participants will learn how to:

- Demonstrate effective communication in team settings.
- Collaborate towards achieving team goals.
- Solve problems and contribute to decision-making.
- Navigate and resolve conflicts within teams.
- Adjust to diverse team dynamics and work styles.
- Provide support and encouragement to fellow team members.
- Build stronger, more cohesive relationships within teams.

TARGET AUDIENCE

This course is suitable for anyone who works in teams and wants to enhance their collaboration skills, communication effectiveness, and ability to contribute to team success. The course is designed for individuals who:

- Are new to team-based environments.
- Seek to improve their role within existing teams.
- Are looking to build positive working relationships with colleagues.
- Want to enhance their conflict resolution and problem-solving abilities.
- Wish to become more adaptable and resilient in a team setting.
- The course will benefit individuals across various industries, providing a comprehensive set of skills that foster high-performing, cohesive teams.

COURSE METHODOLOGY

This course uses a blend of interactive lectures, group discussions, case studies, role-playing, and team-building exercises to help participants practice real-world applications of the concepts taught. Active engagement is emphasized throughout.

COURSE OUTLINE

TEAM COLLABORATION

- Working toward common goals.
 - Defining team objectives.
 - Aligning personal goals with team goals.
 - Creating clear action plans.
- Building effective relationships.
 - Identifying team roles and responsibilities.
 - Respecting different working styles.
 - Establishing trust and mutual respect.
- Sharing responsibilities.
 - Equitable distribution of tasks.
 - Understanding individual contributions.
 - Avoiding role overload.
- Supporting team decisions.
 - Active participation in discussions.
 - Showing flexibility and openness.
 - Respecting collective decisions.
- Encouraging team cohesion.
 - Promoting a positive atmosphere.
 - Celebrating team achievements.
 - Supporting team morale.

COMMUNICATION SKILLS

- Active listening techniques.
 - Demonstrating attentiveness and focus.
 - Asking clarifying questions.
 - Reflecting and paraphrasing feedback.
- Providing constructive feedback.
 - Using the "sandwich" method for feedback.
 - Giving feedback with empathy.
 - Receiving feedback positively.
- Clear and concise expression.
 - Organizing thoughts before speaking.
 - Avoiding jargon and ambiguity.
 - Ensuring clarity in communication.
- Non-verbal communication awareness.
 - Understanding body language cues.
 - Maintaining eye contact.
 - Using gestures to support verbal messages.
- Overcoming communication barriers.
 - Identifying potential obstacles in communication.
 - Encouraging open dialogue.
 - Tailoring communication to diverse audiences.

PROBLEM-SOLVING APPROACH

- Identifying team challenges.
 - Recognizing obstacles in team progress.
 - Understanding team dynamics.
 - Anticipating potential issues.
- Brainstorming effective solutions.
 - Encouraging idea generation.
 - Analyzing pros and cons of each idea.
 - Creating action plans based on solutions.
- Encouraging creative thinking.
 - Using creative problem-solving techniques.
 - Fostering an innovative team culture.
 - Avoiding "groupthink".
- Analyzing group dynamics.
 - Recognizing roles in decision-making.
 - Managing diverse perspectives.
 - Fostering an inclusive environment.
- Contributing to decision-making.
 - Analyzing data for informed decisions.
 - Collaborating in group discussions.
 - Taking ownership of decisions.

CONFLICT RESOLUTION

- Recognizing conflict sources.
 - Identifying the causes of team conflicts.
 - Understanding the role of emotions in conflict.
 - Assessing the impact of unresolved conflicts.
- Managing diverse perspectives.
 - Acknowledging differing viewpoints.
 - Facilitating respectful conversations.
 - Encouraging compromise and collaboration.
- Promoting positive dialogue.
 - Encouraging calm and respectful communication.
 - Using "I" statements to express needs.
 - Actively seeking common ground.
- Finding win-win solutions.
 - Identifying mutually beneficial outcomes.
 - Encouraging collaboration over competition.
 - Reaching agreements that satisfy all parties.
- Handling disagreements effectively.
 - Staying calm under pressure.
 - Dealing with resistance constructively.
 - De-escalating tense situations.

To register or for complete course information

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COURSE OUTLINE

ADAPTABILITY AND FLEXIBILITY

- Adjusting to team needs.
 - Demonstrating flexibility in roles.
 - Being receptive to change.
 - Supporting team decisions, even when uncertain.
- Embracing change with resilience.
 - Adapting to evolving goals and structures.
 - Managing transitions within teams.
 - Embracing uncertainty as opportunity.
- Managing stress and pressure.
 - Staying composed under pressure.
 - Recognizing signs of stress in self and others.
 - Developing stress-relief strategies.
- Navigating uncertainty.
 - Keeping focus during ambiguity.
 - Encouraging team adaptability.
 - Managing shifting team dynamics.
- Practicing patience and empathy.
 - Demonstrating patience during conflict.
 - Empathizing with team members' concerns.
 - Encouraging supportive, understanding communication.

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