

# Developing People Skills & Understanding Team Dynamics

**Length:** 1 Day

**Summary:** Psychologists have proven that the most important factor in your success and well-being is not your intelligence, education or physical assets, but how effective you are with people. Learn techniques to improve communication and relationship building skills, enhance professionalism, increase confidence in a variety of business situations and understand your team dynamics. Successful teams know how to effectively take individual talents and put them together to accomplish common goals. This course will help students understand their own communication style and how to adjust their style to fit the needs of others. It will help identify team purpose, maximize strengths and create a more productive team environment

**Target Student:** Managers and employees at all levels who want to improve their communication abilities and develop professional strategies for success within their team.

## Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Behave professionally in all situations
- Identify the benefits of being professional
- Project a positive image that exudes confidence
- Work positively and professionally with others
- Define why different communication styles impact understanding
- Identify strengths and opportunities for improvement in your own communication style
- Define strategies to handle challenging situations more professionally
- Identify the phases every team goes through and how to manage the process to become productive
- Define the importance of communicating goals and vision
- Identify and build on individual strengths
- Create ground rules that everyone can live with
- Utilize techniques to lead the team and keep motivated and focused
- Help your team accept differences and value one another

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## Course Content

### PEOPLE SKILLS AND PROFESSIONALISM

- Developing a great first impression
- The Impact of Body Language
- Vocal and Verbal Communication
- Communication Styles
- Written Communication Etiquette
- Phone Communication Etiquette

- Choosing a Positive Attitude

### CHARACTERISTICS OF SUCCESSFUL TEAMS

- Team Stages: Forming, storming, norming, performing
  - Building The Team: Team purpose and goals, identify skills, strengths and potential liabilities, identify roles and responsibilities, understanding team dynamics
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- Ground Rules: Communication etiquette, email and voice mail, meeting rules, team values
- Leading The Team: Leadership skills, keeping employees motivated, staying focused on the goals
- Team Challenges

