

Working Together More Effectively Course Outline

Pre-work – Communication and Trust Survey™

- Measures level of clarity and agreement on purpose, vision, values and goals
- Measures trust level in the team

Work Styles

- Understand your behavioral tendencies
- Develop an understanding of how your behavior affects others
- Discover strengths, needs and motivators for different styles

Communication

- Demonstrate intervention strategies for communication games
- Learn techniques and guidelines for effective feedback
- Identify personal barriers to effective listening

Diversity

- Define workplace diversity and the performance impact of separation, stereotyping, and discrimination
- Understand strategies and rationale for building inclusive work groups
- Practice strategies to bridge differences and enhance productivity

Conflict

- Define the positive role of conflict in teamwork
- Identify conflict styles and strategies
- Use strategies to bridge differences to enhance productivity and performance

Trust Builders

- Complete a trust assessment
- Learn key elements of trust
- Identify strategies for building trust levels
- Set an action plan for personal and/or team improvements

Preventing Harassment & Retaliation

- Ensure all employees understand the company harassment and retaliation policy
- Lower risk of harassment and retaliation and related costs

- Give an understanding of potential differences in how others prefer to be treated

Post-work- Communication and Trust Survey™

- Measure level of clarity and agreement on purpose, vision, values and goals
- Measure trust level in the team
- Identify achievements and future development goals