



working in teams

team member perspective

Teamwork and communication skills are valuable as they are the key for smooth performance in any organisation.

At the end of the day, you have to reach out to people and work in collaboration with them, be it the other members of your team or co-workers of other departments or your customers. If at any point, there is a communication gap, there will be misunderstandings and a resulting loss to organisation.

Contents

- Opening out to others
 - Connecting with the self
 - Working together as teams
 - Emotional bonding / role of EQ
 - Internal and external customer orientation
 - Building and inspiring trust through communication
 - Active listening/ questioning / exploring
 - Empathy and understanding
- Building upon common ground
 - Face to Face and virtual interactions
 - 'Breaking the ice' with difficult people
- Handling conflict
 - Discussion Vs. argument

Take Away

Post this training workshop, the participants will be able to appreciate the value of collaborative effort & teamwork for improving personal & organisational effectiveness and be inspired to practice these.

Objectives

Listening, understanding and empathising with others

Team communication and interactions

Working in teams

Who should attend?

Operative level, Middle level, Senior level

What is the duration?

1 day, 2 days, 3 days, 3 ½ days

[choose duration](#)

Interaction language

Hindi, English, Hindi/ English

Methodology

Multimedia Presentation

Lecture

Facilitated Discussion

Group exercise

Individual exercise

Study material

Anecdotes

Role plays

Games

Q & A