

COURSE DURATION

16 hours

COURSE SYNOPSIS

This course sets out the to facilitate communication with team members, involve members in planning of work activities, provide support to team members to achieve organisational goals delegate duties and responsibilities, assess performance and report issues of concern to management.

COURSE OBJECTIVES

By the end of this course, learners will be able to:

- Facilitate work team activities and improve team performance by promoting ownership and commitment among team members to work goals and targets set,
- Maintaining positive relationships among team members with diverse backgrounds and
- Providing support and opportunities for individual and team contributions.

TARGET AUDIENCE (SUPERVISORY & MANAGERIAL)

This training is relevant to front-line workers, staff in supervising roles or individuals in professional/talent positions with supervisory responsibilities and the self-employed who have to:

- Work with others on a daily basis
- Work in a project team
- Take responsibility for specific workplace resources
- Join a task force at short notice to handle specific tasks within the enterprise

ASSUMED SKILLS

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learners to have minimum GCE 'O' level or ITE certificate education
- Learner should have at least 1 year's working experience in any industry

TRAINING METHODOLOGIES

Lectures, group discussion and presentation, case study, self-reflection.

COURSE CONTENT**Learning Unit 1: Provide and clarify with team members on work-related information using appropriate communication techniques**

- Provide and Clarify
- Work-related Information

Learning Unit 2: Involve team members in the planning of work activities to promote ownership and commitment to work plan

- Involve Team Members
- Promote Ownership and Commitment

Learning Unit 3: Delegate duties and responsibilities taking into consideration the competencies of individual team members

- Delegate Duties and Responsibilities

Learning Unit 4: Communicate thoughts and feelings to justify a position and responsibilities assigned to team members or to persuade and influence them

- Rationale for Communicating Thoughts and Feelings
- Communicate Thoughts and Feelings

Learning Unit 5: Communicate to team members the importance and interdependence of each's role and promote the benefits of diversity within the team

- Interdependence of Each Role
- Benefits of Diversity

Learning Unit 6: Communicate and agree on individual and team goals and targets to be achieved

- Individual and Team Goals and Targets
- Principles for Setting Goals and Targets

Learning Unit 7: Provide opportunities for team members to contribute ideas and skills and maintain positive relationships amongst them

- Opportunities for Team Members to Contribute Ideas and Skills
- Importance of creating opportunities

- Positive Relationships
- From Team Diversity to Team Cohesion

Learning Unit 8: Provide resources, assistance and support needed by team members to complete projects or work activities

- Resources
- Assistance and Support

Learning Unit 9: Analyse project control reports and performance assessment results to ascertain team performance and provide feedback and criticism to team members using appropriate communication techniques

- Project Control Reports
- Performance Assessment Results
- Provide Feedback and Criticism
- Differences between Constructive and Destructive Criticism

Learning Unit 10: Communicate team performance and related issues of concern to management and provide recommendations to address them

- Communication Techniques to Facilitate
- Issues of Concern