



Course Content

Course Description:

This course teaches students how to be an effective team member. Students learn how to communicate effectively, adapt to various personality styles, overcome common problems, work on aspects of verbal and nonverbal communication, create a supportive team environment, understand the source of team conflict, and employ different conflict resolution styles. Course activities also cover resolving conflict, avoiding the negative consequences of conflict, maximizing real benefits, reaching consensus, and making positive contributions to team decisions.

Prerequisites:

None

Topics:

Understanding Team Fundamentals

- Team Fundamentals
- Team Member Roles
- Team Goals
- Working Together

Communicating in Teams

- Team Communication
- Elements of Communication
- Supportive and Effective Communication

Communicating Nonverbally and Listening

Actively

- Nonverbal Communication
- Verbal and Nonverbal Communication
- Active Listening
- Skills of Listening
- Use of Questions

Understanding Conflicts

- Symptoms of Conflict
- Nature of Conflict
- Power Play

Resolving Conflicts

- Resolve Team Conflicts
- Handle Conflicts
- Styles of Conflict Resolution

Making a Decision

- Collective Decisions
- Team Decision
- Decision Making Methods

Understanding Consensus Method

- Consensus Process
- Initiate a Consensus Process
- Overcome Consensus Challenges