



COLLECTIVE  
EFFECTIVENESS

# Teamwork

## DESCRIPTION

**Teamwork** is a course designed for individuals who must work in a team or who wish to acquire related skills in order to reach their objectives. The participants will learn to identify the main elements of teamwork, to develop skills to effectively work together, and to take on responsibilities to ensure successful teamwork.

This course helps to train personnel so every individual becomes an active member of a work team regardless of the challenges, conflicts, and personality differences.



## COURSE SPECIFICATIONS



### FORMAT

- In-house



### DURATION

Training is given in a day (6 hours).

(The content and the duration of this session can be adapted for a personalized on-site training.)



### TARGET AUDIENCE

Any individual needing to work in a team.



### DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



### LANGUAGE

Available in:

- French
- English



### CERTIFICATION

Training Certificate

Emploi  
Québec

## OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Understand the dynamics of a team,
- Spark off participation and engagement,
- Use appropriate tools and techniques to act as a team,
- Get organized within a team,
- Effectively communicate regardless of his role.

## COURSE CONTENT

### TEAM DYNAMICS

- Teamwork : an opportunity
- From group to team
- What is a team ?
- Characteristics of a winning team
- Why some teams fail
- The links of a chain

### PRODUCING RESULTS

- Clarification of objectives
- Clarification of roles and responsibilities
- Method : Rules and team norms

### HOW DO WE WORK TOGETHER?

- Recognizing own interpersonal skills
- Using communication skills effectively
- Taking into account own communication style and of others
- Strategies to work with teammates

### MY ROLE WITHIN THE TEAM

- Teammate : My role within the team
- Adopting a collaborative approach
- Stimulating trust
- Evaluating own skills realistically

### CONCLUSION

### PERSONAL ACTION PLAN



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