



*Training Course:  
Working in Team, Enhancing Team Skills*

*2 - 6 December 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Working in Team, Enhancing Team Skills

Training Course code: PS1130 From: 2 - 6 December 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

### Introduction

A truth about life is our interdependence. Everything we accomplish within an organization is through the efforts of people working together. In spite of our technological advances, our competitive advantage lies in our ability to work effectively with other people.

The premise of this program is that organizations are much more healthy and productive when their relationships are strong and people work together. In a highly interactive environment, team members enjoy their work while learning principles and skills to ensure that they communicate, resolve conflicts, solve problems, make decisions and maintain a positive work environment. In this course we will cover:

- Fundamentals of high-performance teams
- Giving and receiving effective feedback
- Group dynamics and team decision making
- Team problem solving and conflict resolution
- Time management

### Course Objectives of Working in Team, Enhancing Team Skills

- Study effective team operations
- Analyze effective communications strategies
- Understand how to give and receive effective feedback
- Consider effective team dynamics and decision making
- Explore team problem solving and conflict resolution mechanisms
- Examine time management and personal productivity

### Course Methodology of Working in Team, Enhancing Team Skills

Building Skills for Working in Teams consists of five modules containing lecture content, skill assessments, participative discussions, video presentations and delegate exercises in order to create high impact training. The program is designed to be dynamic and highly interactive as well as educational. The primary focus is to provide delegates with concepts and methods which they can put to immediate use in the workplace.

### Organizational Impact of Working in Team, Enhancing Team Skills

- Higher levels of team performance
- Improved communications
- More effective feedback and resultant clarity of issues
- Higher quality team decision making
- Constructive resolution of conflicts
- Higher levels of organizational productivity

### Personal Impact of Working in Team, Enhancing Team Skills

- Heightened team player skills
- Elevated communication skills
- Sharpened influencing skills
- Improved decision-making abilities
- Increased effectiveness in dealing with conflict
- Greater levels of personal productivity

## Course Outlines of Working in Team, Enhancing Team Skills

### Day 1: Fundamentals of High-Performance Teams

- Analyzing the basics of team operations
- Obtaining the benefits of teams
- Considering the four types of teams
- Building team performance
- Understanding the role of the team leader

### Day 2: Basic Communication

- The basics of face-to-face communication
- Creating effective oral communication
- Making successful presentations
- Understanding the skill of active listening
- Overcoming barriers to communications

### Giving and Receiving Feedback

- Learning to give effective feedback to others with scripts
- Receiving critical feedback effectively
- Understanding positive and negative attitudes
- Dealing with difficult employees
- Understanding why employees can be difficult
- Utilizing the Thomas-Kilmann conflict mode instrument
- Analyzing the various styles for influencing
- Feedback at Johnson and Johnson

### Day 3: Group Dynamics

- Building high-performance team dynamics
- Avoiding ineffective team dynamics
- Rating your team's group process
- Understanding different team player styles
- Examining critical team member competencies

### Team Decision Making

- Examining a team decision-making model
- Utilizing the Vroom-Yetton leadership model
- Considering methods of group decision making
- Inspecting benefits and drawbacks of group decision methods
- Overcoming barriers to effective decision making

#### Day 4: Team Problem Solving

- Defining creative problem solving
- Appreciating the difference between left and right brain thinking
- Obtaining the benefits of brainstorming
- Making use of DeBono's six thinking hats
- Considering Von Oech's work on overcoming mental locks
- Applying the four roles of the creative process

#### Conflict Resolution

- Understanding constructive vs. destructive conflict
- Obtaining the benefits of positive conflict
- Digging down to the roots of conflict
- Employing an effective conflict management model
- Examining the 5 styles for dealing with conflict

#### Day 5: Time Management

- Managing time on a daily basis
- Understanding why people procrastinate
- Setting personal goals in all key areas to guide the use of your time
- Employing an effective goal setting formula
- Understanding the principles of achievement
- Using the key to your power
- Examining the impact of your belief system
- Changing your limiting beliefs

## Registration form on the Training Course: Working in Team, Enhancing Team Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
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Giza, Giza Governorate,  
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