

First Creation Consulting



***C³ Teamwork &
Communication Skills
(One Day Workshop)***

First Creation Consulting Ltd

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WORKSHOP AIM:

The aim of the workshop is to develop the participants' awareness and understanding of the benefits of teamwork and how it can positively impact the level of service offered to the clients.

WORKSHOP OBJECTIVES:

By the end of the workshop participants will be able to:

- Understand the importance of teamwork and how it can benefit the individual, firm and client
- Identify the causes for dysfunctional and high performing teams
- Identify the required attitudes and behaviours for teamwork to be successful
- Understand the building blocks to team development

WORKSHOP METHODOLOGY

The workshop has been designed to maximise participant involvement. A number of proven methodologies will be employed including:

- Consultant led input
- Group/individual based exercises
- Practical exercises
- Feedback and Coaching

One Day

Start 9:00

Introduction

- Workshop aims & objectives
- Personal objectives

Introduction to Team Development

- Definition of team
- Benefits of working as a team to individual, firm, client
- Barriers to teamwork
- Activities to overcome barriers

Team Building Exercise

Participants will participate in a team building exercise

Review & debrief of exercise

Cornerstones for Effective Teamwork

- Communication
- Cooperation
- Commitment
- Establishing trust

Team Development

- Process of team development
- Dysfunctional v's high performing teams
- Team roles
- Cross departmental teamwork
- Creating a team culture

Providing a United Front

- How teamwork can affect our service offering
- How can we work better together in order to build the business
- What systems, processes, tools need to be introduced to support teamwork culture

Team Building Exercise

Participants will participate in a team building exercise

Review & debrief of exercise

Finish 17:30

Summary & Close