

## ***„Team work: Interpersonal skills needed to cooperate”***

### ***Course description:***

The training explains the difference between assertiveness, aggression and submission. Workshops consist of practical exercises which help to deal with negative opinions, and help to protect our psychological territory. Participants learn how to say \ "no \ " in a way that does not offend the other person and they practice expressing constructive criticism. The scope of training includes learning criticism which is focused on the behavior and not on the person and additionally the course deals with assertive expression of feelings, both positive and negative.

### ***Acquired skills:***

- planning tasks in a team
- setting goals in a team
- listening with understanding
- providing information in the most accurate way
- expressing needs and expectations assertively
- refusing
- praising and criticizing others
- expressing emotions in a way that is appropriate at work
- reading the emotions of other people
- behaving appropriately in situations of conflict and change
- learning motivational techniques that can be used both for participants and other people

### ***Training program:***

#### **1. Team work as a form of cooperation during implementing the tasks/projects**

- setting goals and planning tasks based on our own and company priorities
- elements of time management

- strategic approaches for the implementation of projects
- graphic techniques to facilitate planning and tasks implementation
- what is cooperation in the implementation of projects (how to respond to people with too little and too much of a sense of control)
- the role of each person in the team – determining this role in the most aware way

## **2. Team communication**

- how to talk to people so that they listen to us: the elements of persuasion and influence on coworkers
- listening comprehension exercises
- what are the things that motivate us to work
- how to express our needs and expectations towards team workmates
- how to refuse
- when to praise, when to criticize and in what way

## **3. Emotions and team work**

- how to express anger, disappointment, sadness and other \ "difficult \" emotions at work
- how to express positive feelings towards colleagues
- how to read the emotions of other people
- how to tone down the strong emotions of other people, what to do and to say to people about their demanding attitude

## **4. Conflict and team work**

- when can we expect conflict situations at work
- early identification of conflict signs
- how to carry on a conversation to resolve the conflict
- what actions escalate the conflict
- what behaviors can help to resolve conflicts

## **5. Teamwork is a situation of a change**

- how to prepare for the changes – techniques for planning the tasks
- how to share tasks in the situation of change
- how to deal with stress in the situation of change
- how to develop a system which helps to provide information

### ***Methodology:***

During the training we use the following training methods:

- Individual work - work questionnaires
- Pair work - communications exercises
- Simulation / case study - team work
- Training films

- Discussion
- Analysis of case studies

***Organizational information:***

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings