

Developing People Skills & Understanding Team Dynamics

Length: ½ Day

Summary: In this course, you will learn techniques to improve communication and relationship building skills, enhance professionalism, increase confidence in a variety of business situations and understand your team dynamics. Successful teams know how to effectively take individual talents and put them together to accomplish common goals. This course will help students understand their own communication style and how to adjust their style to fit the needs of others. It will help identify team purpose, maximize strengths and create a more productive team environment.

COURSE CONTENT

PEOPLE SKILLS AND PROFESSIONALISM

- Developing a great first impression
- The Impact of Body Language
- Vocal and Verbal Communication
- Choosing a Positive Attitude

CHARACTERISTICS OF SUCCESSFUL TEAMS

- Team Stages
- Building The Team
- Leading The Team
- Team Challenges