

CONTINUING EDUCATION

COURSE OUTLINE – Being a Team Player

INSTRUCTOR: Elke Haggerty

PHONE: 780-539-2975

OFFICE: M105

E-MAIL: ce@gprc.ab.ca

PREREQUISITE(S): None

REQUIRED TEXT/RESOURCE MATERIALS:

Course materials are included.

CALENDAR DESCRIPTION:

Teamwork is essential in any successful enterprise, and to have effective teams, an organization must be comprised of individuals who pride themselves on being great team players. Everyone brings their own skills and strengths to the table; understanding how to use those skills within the context of a team is vital to help an organization succeed. This course will cover topics on qualities possessed by team players, team player types, and strategies to improve teamwork. You will also use hands-on guided practice to learn a simple model for collaborative communication that works for team negotiations, offering feedback, and developing commitment around a common vision.

CONTACT HOURS: 6 hours

DELIVERY MODE: Face-to-face, Video Conference

TRANSFERABILITY: N/A

GRADING CRITERIA:

Upon successful completion of the course, you will receive a Certificate of Completion.

EVALUATIONS: Successful completion of a written Evaluation of Learning (minimum 70%).

STUDENT RESPONSIBILITIES: Attendance and classroom participation.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

LEARNING OUTCOMES:

- Understand the definition of a team player and a non-team player
- Know the difference between a team player and a non-team player
- Learn the qualities possessed by a team player
- Determine what type of team player you are and how that functions in your workplace
- Know and understand what it takes to be a team player
- Discover the different types of teams that exist within a company
- Learn what working together as a team looks like
- Learn the different types of workplace teams and what types of teams successful organizations need
- Develop strategies to improve teamwork
- Define and practice the areas of emotional intelligence in the workplace.
- Practice the four steps of the collaborative communication model to create understanding and make basic requests.
- Identify and control your emotions.
- Successfully communicate and maintain relationships with others.
- Understand what accountability is and identify the requirements for personal accountability

COURSE CONTENT

Session 1: Course Overview

- Learning Objectives
- Invitation for Growth
- Pre-Assignment

Session 2: Being a Team Player

- What is a Team Player?
- Who is a Team Player?
- Characteristics of a Team Player & How to Embody These Characteristics
- Characteristics of a Team Player Revisited

Session 3: Team Player Types and Interview Preparation

- What's Your Team Player Type?
- What Does it Mean to Have a Number?
- My Team Style
- Be Prepared for the 'Teamwork' Question in an Interview

Session 4: Teamwork and Why Teams Fail

- Team Work Definition
- Types of Workplace Teams
- A Closer Look at Your Organization
- The Trust/Relationship Model
- Five Reasons Why Teamwork Fails
- One Bad Apple

Session 5: Emotional Intelligence and Conflict Resolution at Work

- Introduction to Emotional Intelligence
- Emotional Intelligence Can be Learned
- Collaborative Communication Process
- Listening
- Finding Common Ground
- Asking Questions

Session 6: Employee Accountability

- Creating an Accountable Organization
- The Building Blocks
- Case Study
- Accountability Starts with Me!

Appendix: Strategies to Improve Teamwork

- 20 Strategies