



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Teamwork And Team Building

Course Outline

Session 1

- i. Introduction and ice breaker
- ii. Team Game: Let us get to know each other
- iii. Workshop the vision, mission of the team through various techniques facilitated by the facilitator to ensure that everyone on the team has the same vision and goals.
- iv. Understanding company values and how to incorporate it into the team.
- v. Understanding and implementing the company performance management system
- vi. Improved Teamwork
- vii. What is effective Teamwork?
- viii. Ingredients of a great team
- ix. The RACI Principals of Delegation, Role Division and work sharing
- x. Good to Great Team
- xi. Team Game: Working together better SMART Techniques made Practical and Powerful
 - Role-plays
 - Group discussion and games

Take Away's

- The team will be given case studies to read on which they will have to report back

xiv. Values into Vision: Syngenta

xv. Using Teamwork to Build a Better Workplace: CMI

A Leader Lets Other People Find Meaning in Their Lives: Brand Pretorius

- Specific issues from each section will have to be practiced in the intervening time – again with individual feedback
- Self-Assessment Exercises

Session 2

Effective Communication Skills

- What is communication and what is effective communication
- The communication process
- Types of communication
- Non-verbal behaviours for effective communication
- Barriers to effective communication
- Active listening
- Giving and Receiving Feedback
- How to have a difficult conversation
- How to deal with conflict and create a positive outcome

Using Transactional Analysis to Deal with Difficult Situations and People

- What is Transactional Analysis
- Why is TA so powerful in managing people and their behaviour
- How can I use TA to influence positive behavior and deal with difficult situations?
- How can I use this on a daily basis to improve my relationships
- PAC Model of effective communication and conflict resolution

Understanding and Managing Diversity

- An Introduction to the Concept of Diversity
- Diversity Leads to Better Companies, Managing Diversity
- Diversity Management Process and Skills Required, Employment Issues
- How Well Do You Manage Diversity in Your Unit?

SMART Techniques made Practical and Powerful

- Role-plays, Group discussion and games

Take Away's

- The team will be given case studies to read on which they will have to report back

vi. Engaging with Stakeholders: Primark

vii. Using Effective Communications to Create Direction: UNISON

Conflict Resolution: Nelson Mandela

- Specific issues from each section will have to be practiced in the intervening time – again with individual feedback
- Self-Assessment Exercises

Session 3

Benefits of Time Management

- Why Should I Manage My Time Better, Basic Principles of Time Management
- Benefits of Time Management, Identifying Your Own Time Wasters – The Time Management Quiz

Principles and Practical Implementation of Time Management

- How to Prioritise and Delegate Effectively, Mastering Priorities
- Using the Johari Window Approach
- Develop a Working Plan for Yourself – Make A to Do List, Advantages of Using A to Do List
- Time Management Tips, Effective Workstation Management
- 10 Common Time Management Mistakes

Understanding and Managing Stress

- What Is Stress?, How Can I Recognise Stress in Myself
- Analyse Your Own Stress Profile, Methods of Personal Stress Management
- Stress in the Workplace, Implement a Stress Management Plan
- Breaking Old Patterns and Developing New Mind-Sets, Stress Management Tips

TEAM Charter

The facilitator will lead delegates towards the development of a team charter.

Outcome:

v. Team Core Values

vi. Team Brand Promises

vii. Our commitment to one another in the team

Our commitments to others in the organisation