

Module 1: Basic Communication

- How people's perceptions and viewpoints differ
- The basics of face-to-face communication
- The difference between one-way and two-way communication
- To understand the skill of listening
- To improve active listening skills

Module 2: Giving and Receiving Feedback

- Learn what feedback is
- Discover how open or closed you are to giving and receiving feedback
- Learn to give effective feedback to others
- Learn how to receive effective feedback from others
- Practice giving and receiving live feedback from team members
- Make a personal improvement plan to respond to team feedback

Module 3: Group Dynamics

- Learn what group dynamics is
- Experience and discuss group dynamics in action
- Learn about group process and shared leadership
- Determine what you can do personally to improve group process skills
- Rate your team's group process
- Identify how your team will improve its group process

Module 4: Team Decision Making

- Discuss barriers to group decision making
- Learn about methods of group decision making
- Practice consensus decision making
- Practice using a group decision-making model
- Identify how your team will improve its group decision making
- Review who is responsible for current team decisions
- Identify team decision issues to be addressed
- Discuss shifting to ideal team decision-making responsibilities

Module 5: Team Problem Solving

- The challenges of group problem solving
- A working definition of problem solving
- A model for group problem solving and how to use it
- How to do creative brainstorming
- How to use cause and effect diagrams to analyze problems
- How well your team is set up for effective problem solving
- The areas of group problem solving in which your team will improve

Module 6: Conflict Resolution

- Learn a definition of unhealthy conflict and how to keep from crossing over into it
- Learn about five different conflict management styles
- Use a model to help you to choose how to respond to potential conflict situations
- Assess which conflict styles you most often use
- Practice a Three-Step-Model for resolving conflicts
- Decide how you want to modify your conflict style and how you will better handle your current conflicts

Module 7: Time Management

- How you are currently using your time
- The barriers which keep you from managing your time more effectively
- The difference between the important and the urgent, and how to schedule time for the important
- To set professional goals to guide your use of time
- A systematic approach to managing daily events