

TEAM COMMUNICATION DYNAMICS COURSE OUTLINE AND DESCRIPTION

INTRODUCTION

- Personal Introductions
- Working with Difficult People
- People I Prefer to Work With
- Personal Objectives

DISCOVERING BEHAVIORAL STYLES & PREFERENCES

- Discovering DiSC[®]
- Introduction to the Styles
- The Story Behind DiSC[®]
- Discover Your DiSC[®] Style
- Your Value to the Organization

WORK MOTIVATORS

- My Ideal Work Environment
- Preferred Environments of the Styles
- My Personal Motivators
- Maximizing My Motivation

TEAM CONFLICT

- Conflict and Stress
- Styles in Conflict
- Your Style in Conflict
- Impact on Others
- Dealing with Conflict

ADAPTING TO DIFFERENT STYLES

- Ineffective Communication
- Keys for Relating to the Styles
- Effective Communication
- Style Versatility

CLOSE

- Learning Review
- Judging to Valuing Ladder
- Personal Action Plan

OVERVIEW

Think about the last time you were on a team. After working with other team members, you noticed each person approached the team's objectives differently and expressed their ideas using distinct communication styles. At times, the team was able to successfully resolve their differences. However, teams may have ignored the issues to avoid confrontation that lead to confusion, frustration and incomplete information.

Only when people have a framework to understand their communication styles can they learn what to expect from others. This course utilizes the DiSC[®] program to address three of the most common challenges that teams face: motivation, conflict, and communication. Participants will learn simple & intuitive ways to advance their communication skills that will lead to enhanced team dynamics and improved project management.

AUDIENCE

This course is designed for project leaders and team members who want to improve the way they work together.

COURSE DURATION

The course consists of 8 hours of instruction including lecture and hands-on exercises taught over a one-day period. The course includes exercises on the following topics::

- Identifying Key Style Characteristics
- Discussing Individual Value to the Organization
- Maximizing Work Environment Motivation
- Resolving Conflict
- Demonstrating Communication Style Versatility

COURSE CONTENT

Each student is provided a notebook at the beginning of the course that is used during the one-day program to follow the lecture material, record notes, tips, and other communication-specific information, and perform individual and group exercises. They also receive a personalized DiSC[®] report which outlines their preferred communication style based on their responses to a brief pre-class questionnaire. The notebook and DiSC[®] report serves as an excellent reference tool for improving individual effectiveness on project teams.

PREREQUISITES

Participants must have successfully completed the following PMAlliance course: Project Management; Duration-Driven[®] Planning and Control.