

MANAGING COMMUNICATION IN TEAMS

PM08.42

Communication is the foundation of successful performance.

In this workshop we provide a foundation for exchanging information in a way that supports optimal performance even in the face of diversity, language and knowledge differences and other barriers. You will come away with the knowledge you need to improve your ability to communicate effectively, the basic techniques for doing so and an action plan for applying what you have learned.

Teams are the molecules that get work done in organizations. Individuals are the atoms and communication is the bond that holds them together. In this active learning session we will explore communication in our teams and organizations to see how an approach that promotes openness, sensitivity, clarity and succinctness, accessibility and relevance enables optimal performance.

In the context of teams we have two primary categories of communication: a) *Formal communication* which addresses goals, plans, methods, progress, etc.; it is in written, and b) *Informal communication* which is the means for resolving conflict and, in general, exchanging information that may ultimately be formally communicated. Formal and informal communications coexist and interact. We need to manage both within a single approach.

PREREQUISITES

- None

LEARNING OBJECTIVES

At the end of this class, participants should be able to:

- Describe communication and its critical importance in performance
- Assess communication environment and capabilities to identify opportunities for improvement
- Apply mindfulness, concentration and empathy to communication to ensure clarity and empathy
- Choose the best communication methods for the situation
- Use communication situations as opportunities to increase capacity to concentrate and remain mindful while accomplishing performance objectives.

WHO SHOULD ATTEND

- Managers and staff working in teams and engaging in complex activities and processes
- Groups of people working together to perform projects or provide services

COURSE OUTLINE

- Introduction: Values, interpersonal skills and infrastructure
- Challenges to effective communications
- Methods: Planning, listening, dialogue, managing meetings and presentations and writing
- Recap and application

This is a workshop with numerous exercises and dialogue; experiential learning with real-world context.

CLASS LENGTH

- One day (8 PDUs) **OR**
- Two days (16 PDUs)

