

## WSQ Employability Skills

### WORK IN A TEAM

Course Duration: 16 hours

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#### LEARNING OUTCOME

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**At the end of the programme, participants will be able to:**

Apply effective communication techniques to maintain open communication, resolve issues and concerns, and provide support to team members to achieve individual and team goals while taking into consideration diversity issues.

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#### COURSE OUTLINE

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- Define and align team goals with departmental and organisational goals.
- Define own and individual roles within the team and work within the team and organisation dynamics.
- Maintain open communication with team members by sharing information and discussing work related issues to achieve individual and team goals to meet organisational requirements.
- Listen to and contribute ideas and skills using appropriate communication techniques to achieve team goals.
- Demonstrate trust, respect and support towards team members in daily activities to achieve team goals.
- Identify potential areas of conflict with team members and methods to overcome them, taking into consideration diversity issues.
- Identify and resolve issues and concerns through collaborative activities with supervisor.
- Demonstrate responsibility and commitment for work done and to the achievement of individual and team goals.
- Accept and provide feedback, advice and assistance in a considerate and constructive manner to accomplish task assigned.
- Recommend improvements to established policies and procedures in a proactive manner.

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## METHODOLOGY

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- Mini lectures - to succinctly explain the concepts and theories supporting the Work in a Team
- Interactive and practical activities - Group discussions on knowledge and practical activities including individual/group works and role-play

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## WHO SHOULD ATTEND

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Those who work under directions to perform a specific set of work activities.