

Collaborative Skills & Effective Communication at Work

Course Duration: 2-day; Instructor-led

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

INTRODUCTION

Teams that do not just talk about collaboration but actually do it, usually realize strong results. These groups share a common purpose, see value in the contributions and abilities of each member of the team, speak frankly, seek out and address conflict, and look for ways to improve the status quo. This sounds fantastic, but getting out of a silo structure or changing a culture that does not reward collaboration is challenging.

PROGRAMME RATIONALE

Conflict arises in even the best-run companies and most employee-friendly environments. However, conflict need not be an unpleasant and destructive influence; instead, it can be used as a force for innovation and positive change. If differences are appropriately managed, they can draw out diverse ideas, create synergy, and foster the development of better relationships. What every leader need, therefore, is a set of skills for resolving conflict constructively and promoting greater collaboration among all members of their teams.

Through this highly interactive, experiential learning and fun workshop, the participants will develop practical skills and learn key concepts for building more-productive business relationships and creating better working environments. Participants will also learn how to more effectively manage the conflicts and differences that arise as they perform their work, as well as how to create collaborative solutions as they interact with individuals and groups.

PROGRAM VALUE PROPOSITION

This team collaboration and effective communication workshop aims to simplify the process. The program looks at organizational conditions that must exist for collaboration to regularly occur. This workshop also incorporates technologies learnt from Neuro Associative Conditioning and fundamental Neuro Linguistic Programming to create an environment where participants will be fully engaged on both conscious and subconscious level. Concepts and background information are presented through group exercises, discussion and activities creating an environment that facilitates accelerated learning and application. The trainer will facilitate discussion of real issues and challenges that the participants face in their work and private lives. Each activity will be thoroughly de-briefed to link the learning to real life situations.

TARGETED PARTICIPANTS

First-line management, middle management and senior management who are required to resolve office conflict, able to provide instructions and communicate with others while working in the same organisation

ASSESSMENT TECHNIQUES

- I. A Pre and Post-Training Test will be provided before the workshop commences and at the end of the program
- II. MCQ questions via an online platform will be specifically designed to evaluate the participants' realization of the programme
- III. This is also to gauge the participant's level of competency upon workshop completion

PROGRAM OBJECTIVES

This training aims to:

- Become aware of personal work characteristics and team dynamics in solving conflicts
- Motivate every member of the team—even if they do not share same values
- Use positive and corrective feedback to turn problem employees around and maximise productivity and work efficiency
- Apply the most relevant conflict resolution style to eliminate friction
- Explain the benefits and drawbacks of collaborating
- Calculate the rate of return for working collaboratively
- Describe the life cycle of collaborative teams
- Identify a common purpose
- Encourage high-trust relationships with colleagues and clients
- Build consensus
- Manage accountability
- Overcome barriers that typically arise during the collaboration process
- Run meetings effectively and communicate the team's progress
- Find opportunities to innovate and problem solve
- Use a range of tools to guide decision making

LEARNING OUTCOMES

After completing this workshop, participants should be able to

- Motivate and direct employees they rely on—even if refrain from sharing same values
- Adjust management and personal style to the needs of different situations
- Get more done by using the appropriate delegation techniques for any given situation
- Resolve conflict more effectively in a wide variety of conditions
- Turn difficult people and poor performers into team players
- Win the cooperation and trust from those within your organisation

METHODOLOGY

As the focus is on skills training, the approach of the program is a practical one, i.e. “Learning by Doing”. This is a highly participative and interactive program using a variety of training techniques. Participants will have ample opportunities to practice with work related training material

The approaches used would include:

- Short lectures to reinforce the basics
- Liberal use of discussions to enhance understanding and confidence
- Individual and group exercises that are workplace oriented
- Video presentations
- Extensive use of training activities including exercises, quizzes, role-plays, and games that stimulate learning and participation
- A workbook provided for the workshop and utilised throughout the 2 days

The method of training and facilitation will be participants paced, participative and skills oriented. In addition to short lectures and discussions there will be individual and syndicate group exercises benefiting particularly from the cross exchange of personal experience and group dynamics.

Course Contents

Day 1

CONTENTS / SUB-CONTENTS	METHODOLOGY/IES	DURATION
Day 1		
Pre-Test Assessment • 10 minutes Written Test • Discussion on Pre-Test	Online Assessment via Google Form	¼ hour
Module 1: Understand Organisational Conflict • Programme Introduction • Ice-breaker • Conflict definition & types • How and when conflict occurs • Embrace positive conflict • <i>Practical sessions</i>	• Lecture • Self-Introduction • Group formation • Exercises • Group discussions	1-hour theory 1-hour practical
Morning tea Break		¼ hours
Module 2: Conflict Management Skills to Nurture • Comprehend the 5 work conflicts • Understand work personalities • Learn yours & the environment’s representational system • Foster better work relations	• Lecture • Group discussions • <i>Personality assessment (DiSC)</i> • <i>VAKAD analysis</i> • <i>Calibration</i>	1-hour theory 1-hour practical

• <i>Practical sessions</i>		
Lunch Break and Solat Zohor		1 ½ hours
Module 3: Multiple Work Generations Conflict & Expectations - Traditionalist - Baby boomers - Generation X - Generation Y - Generation Z...? - Finding common ground <i>Practical sessions</i>	- Lecture - Group discussions <i>Empathic listening</i> <i>Preferred Communication Styles</i>	1-hour theory 1 ¼ hour practical
End of Day 1		8 hours

Day 2

CONTENTS / SUB-CONTENTS	METHODOLOGY/IES	DURATION
Day 2		
Module 4: Apply Behavioural intelligence - Influence of values, attitude, and behaviour - Words to deescalate the feelings of rage - Power of Body Language in resolving conflict - Control angry feelings and blood pressure <i>Practical sessions</i>	- Lecture - Group discussions <i>Building rapport</i> <i>Verbal & vocal pacing</i>	1-hour theory 1-hour practical
Morning Tea Break		¼ hour
Module 5: Fostering Collaboration, Generate New Behaviour - Emotions vs logical thinking - Behaviour produces the very opposite outcome - The power of subconscious mind and how to change reactions instantly - Look for a match desired outcome with actual outcome <i>Practical sessions</i>	- Lecture - Group discussions <i>Reframing</i> <i>Disassociation</i>	1-hour theory 1-hour practical

Lunch Break and Solat Zohor		1 ½ hours
Module 6: Functioning & Diverse Team - Bringing closure to unresolved conflicts - Opportunities and challenges - Effective work practices and approaches - Create action plan Practical sessions	- Lecture - Group discussions <i>Power of perception</i> <i>Circles of Influence and Concern</i>	1-hour theory ¼ hour practical
Evening Tea Break		¼ hour
Module 6: Functioning & Diverse Team - Create action plan Practical sessions	<i>Develop a personal action for implementation</i>	¾ hours practical
Post Test Assessment 10 minutes Written Test - Discussion on Pre-Test	Online Assessment via Google Form	¼ hour
End of Workshop		8 hours