

Team Communication Dynamics

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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.

TEAM COMMUNICATION DYNAMICS

COURSE DESCRIPTION

OVERVIEW

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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.

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COURSE OUTLINE

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