

Team Communications Tactics

Flawless, effective communication is key to your team's success

This skill-packed training program provides you with 16 different group activities you can use to build your team's communication skills. Through lively, learn-as-you-do demonstrations, you'll see how to set up and run each activity at your workplace. Each activity helps you address common team communication problems, ranging from interpersonal differences to group gridlock to sagging enthusiasm. These activities—or tools—give you proven solutions to patch up poor communication and get your people working together as a tightly knit group.

Learn 16 different activities that can fix these common communication problems—fast!

1. Teammates don't like or accept one another.
2. You can't "figure out" your co-workers.
3. Rumors get too much attention and go unchecked.
4. Co-worker conflicts erode teamwork.
5. Team meetings get off track.
6. It's unclear who's responsible for what, and by when.
7. Your group can't come to agreement or make decisions.
8. Team members act on hidden agendas.
9. People hint at their feelings instead of being direct and honest.
10. Certain people get left "out of the loop" accidentally.
11. People get too much information and inadvertently tune out.
12. Instructions and expectations aren't crystal-clear.

13. Team members fail to follow through.
14. Messages are sent through ineffective channels.
15. Your team doesn't speak with "one voice" to the rest of the organization.
16. You rarely communicate—or celebrate—your successes.

The solutions you gain will help you and your teammates...

- Build team trust, dedication—and confidence that you can count on each other to follow through on commitments.
- Confront co-workers tactfully, yet assertively, and clear up the issues that can put you at odds with a teammate.
- Clarify who's expected to do what, by when... and what people need from other members to accomplish individual tasks.
- Reach sound, sensible decisions that everyone on the team will support and stand behind.
- Keep your entire team "on the same page," ensuring that changes and other important news are communicated quickly and accurately.
- Communicate with one voice to other teams and departments—and create a positive image of your group throughout your organization.

The solutions you gain will help you and your teammates...

You'll gain solid strategies and techniques to help you...

- Build and maintain collaborative relationships.
- Keep people informed and stay on track.
- Gain support from other teams and departments.

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Program Agenda

When people understand each other and confront problems, teamwork flourishes...

- A simple activity to build a greater connection among your team members.
- 3 tactics to help you avoid getting trapped in (or boxed out of) a workplace clique.
- Uncovering your co-workers' natural communication styles—and how to tailor your comments so they come across as intended.
- How do you process information? A quick personal-profile chart reveals your tendencies.
- The difference between rumors and gossip...and the best ways to deal with each.
- 4 steps to help you bring conflicts out in the open—and solve them!
- Common reasons why conflicts end up as stalemates—and how to avoid dead-end disagreements in your group.

Skills and insights to help you clarify responsibilities and run productive team meetings...

- What it means to be a “project champion”, and why your team should assign one for key tasks.
- The most effective ways to conquer “drift” at team meetings.
- Smart ways to assign team-meeting roles—such as facilitator, timekeeper, recorder.
- 3 powerful decision-making strategies— and the best times to use each.
- “Stealth communication”: what it means... why it leads to skepticism and distrust... what to do when you observe it.

The perfect formula for effective, productive teamwork...

- Ways to make sure your messages come across accurately, every time.
- A 3-step system for making complex information easier to digest.
- Why instructions get confused...and how to avoid all-too-common pitfalls.
- 5 keys to giving—and receiving—crystal clear instructions.
- Outcome-based expectations: what they should include...and how to make sure your entire team understands them.

Learn the best ways to send messages... and relay your group's progress to the rest of the organization

- Written, spoken and electronic messages: what type of information is best suited for each medium.
- What you should (and shouldn't) do when your team needs to share bad news with others.
- Ways to communicate a positive, consistent image of your team—and increase your credibility within your organization.
- How “celebrating successes” can help create a tight connection among team members (a key to lasting teamwork)

Who will benefit most from this training?

Teams, team leaders and team members: You'll gain the insights and techniques you'll need to run these group activities on your own. You'll see each activity demonstrated...and be fully prepared to set up and supervise each activity with your team.