

## **COURSE DESCRIPTION**

### **Team Communication [團隊溝通技巧]**

**Duration : 0.5 day**

Google's Project Aristotle, surveying 180 teams, identified the principal trait in all successful teams, namely 'psychological safety'. Feeling confident to share ideas, facilitates an individual to think out of the box thus enabling support and achievement of team goals - and 'acceptance of each other' is a primary source of achieving psychological safety.

**This training program develops one's mindset as well as skillset enabling trainees to thrive on commonality, and to also enjoy each others differences.**

### **Methodology**

*Management games, Discussion, Case Studies, Self-evaluation questionnaires*

### **Course Content**

#### **1. Build Psychological Safety**

- Define psychological safety in teams
- Play a management game
- Debrief leader's and team members' roles

#### **2. Set Clear Goals**

- Understand the concept of WII-FM (What's In It For Me)
- Practise the GROW model to set mutually-satisfying goals
- Communicate in a concrete language

#### **3. Management Game - Plane Building and Piloting**

- Practice clear goal setting
- Persuade with WII-FM
- Learn motivation

#### **4. Communicate with Different Personalities**

- Complete self-evaluation questionnaire
- Learn to find common ground with different communication behaviours
- Profile team members for conscious communication

#### **5. Management Game - Nail Building**

- Problem solve in a team
- Practise team processing
- Reinforce learning in previous games