



Team Skills in the Workplace

Want to showcase your strengths and make a positive impact on your company's bottom line? Your ability to actively listen, question, participate, collaborate and resolve issues will set you apart as a "go-to" person in any organization. In this interactive course, you will utilize listening and questioning skills to develop group understanding; evaluate team roles; develop methods for resolving underlying conflict within a team; and use assertion skills to collaborate with team members to achieve workplace objectives.

Who Should Take This Course?

This course is designed for team facilitators and participants. Whether this is your first time on a team, you are a veteran player, or you are the "coach", learn new techniques to succeed together.

Course Objectives

- Utilize listening and questioning to develop group understanding
- Evaluate team roles and their use in achieving workplace objectives
- Resolve underlying conflict within the team
- Develop assertion skills to use with the six-step Collaborative Problem Solving Model

Course Info

- Length: 6 hours
- Format: Classroom instruction, team projects, and exercises
- Prerequisite: None

Course Content

Utilize listening and questioning to develop group understanding

- Understand the three phases of listening and how to use them in a group setting
- Recognize communication roadblocks that prevent successful interactions
- Understand key question types and their use in a group setting

Evaluate team roles and their use in achieving workplace objectives

- Understand each role on the team and how they work together
- Utilize a Work Activity Guide for team roles and responsibilities
- Link organizational and team objectives for success

Resolve underlying conflict within the team

- Identify the five styles and five levels of understanding and resolving conflict
- Apply specific strategies for resolving conflict within a team



Develop assertion skills to use with the six-step Collaborative Problem Solving Model

- Understand the purpose of assertion statements
- Utilize the six-step Collaborative Problem Solving Model in a team environment
- Practice techniques to incorporate all learning objectives

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm. The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided.

This syllabus is available in alternate formats upon request.

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