



## CONTINUING EDUCATION

### Course Outline

# 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/Continuing Education Unit (CEU) 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 Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend\* 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

### **Certificates of Completion for Certificate Programs**

To receive a Certificate of Completion for the Workplace Excellence Certificate, you must take all seven required courses and attend\* 80 percent of the entire certificate (calculated by total number of sessions). If you complete a certificate program by taking courses individually (not through a series), you can [request a Certificate of Completion online](#).

\*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is your 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](mailto: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 210, to request accommodations. For additional information, please visit [www.greenriver.edu/dss](http://www.greenriver.edu/dss).

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. Green River College is an equal opportunity educator and employer. Learn more at [www.greenriver.edu/accessibility](http://www.greenriver.edu/accessibility).