

Communication for Teams

Managing Change Programme

One-day course

Investing in communication makes a significant difference to the quality and efficiency of your work, especially in times of change. Good communication is the hallmark of smooth transition and at the core of successful enterprise. It increases people's ability to deal with internal changes and external pressures. Efficient and friendly communication is worth protecting. If it breaks down, it not only affects individuals, but the team as a whole and the team's ability to achieve its outcomes.

This course focuses on communication within teams and for teams. Bringing fresh perspectives and new skills into the area of communication, the approach builds people's confidence and ability to connect with each other and to engage positively as a team. By working with awareness on how people engage and connect, it also increases mutual understanding, liking and respect. Whatever the pressure, when communication is working well, work is likely to be meaningful, motivating and enjoyable.

This course explores communication and teamwork in three ways:

1. **How we express ourselves:** making confident and respectful requests that are most likely to bring other people on board and achieve the outcomes we wish for.
2. **How we listen and attend to others:** responding quickly to other people's ideas and wishes within the team, and understanding their needs – however they may be expressed.
3. **How to manage our own reactions within challenging interactions:** responding in a calm and resourceful manner in times of transition or stress and supporting others to do the same, even in difficult situations.

'An enjoyable, thought-provoking and insightful workshop that will lead to enhanced working relationships.'

Course Aims

- to build teams and teamwork through communication;
- to improve communication in times of change and stress;
- to support transition with transparent, clear communication;
- to understand the impact of skilful communication upon performance.

The course will increase your ability to:

- enhance working relationships with colleagues, partners and customers;
- discover strengths and blind-spots;
- maximise willingness in a team;
- make requests and suggestions in a way most likely to be understood;
- offer feedback and advice that people want to hear;
- be honest, without offending others;
- build respect across boundaries;
- build efficiency without losing a human touch.

Managing Change Programme

This programme is a flexible and total approach to managing change, adapted to your particular needs. It may include tailored consultancy, bespoke training courses, workshops and action learning groups, as well as one-to-one coaching for team-members, or mentoring for those in leadership roles.

'A highly interesting and effective course, building essential skills... This is a new approach to communication that everyone should find of benefit.'

Approach and Methods

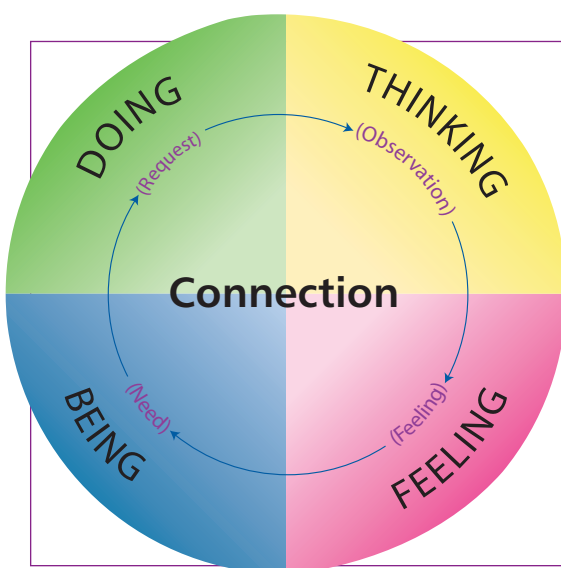
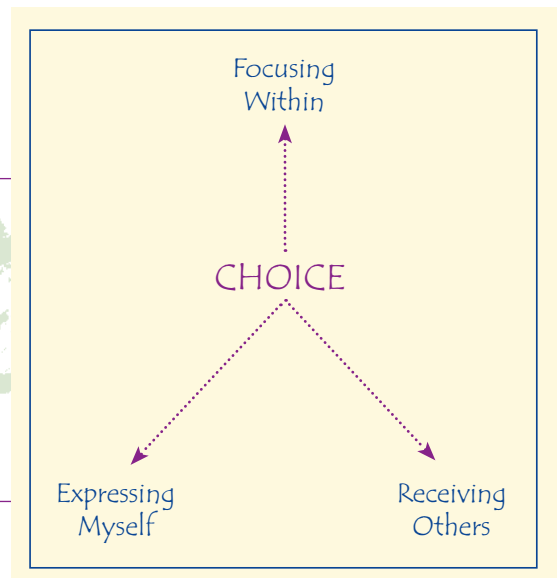
The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection and small-group role plays. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first-hand and embedded understanding of the processes of communication. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

Central Model

The central model is an adaptation of Nonviolent Communication™, a process developed internationally in high-conflict situations for mediation and reconciliation. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, and resolving difficulties and conflicts when they arise. It also fosters an atmosphere of openness and trust between colleagues, partners and customers which radically increases the quality of working lives, and has a dramatic impact on performance.

Learning

Communication is closely related to how we act and behave. As situations arise, we make choices (often instinctive and instantaneous) about how we interact and engage with others. Increased awareness of these choices leads to better decision-making, more productive meetings, and enhanced ability to meet our outcomes.



Needs-based Communication

Successful communication is essential for any enterprise. However, communication is much more than what we say. It encompasses also our thinking, attitudes and emotions, as well as our values, needs, actions and behaviour. The uniqueness of our approach is to encompass all aspects of a person, going beyond the words to a greater understanding of ourselves. On this basis we become increasingly perceptive to the situations and people around us, and better able to make necessary judgements and choices demanded of us in our work. Our ability to listen improves, and we become much more flexible in our attitudes to others, increasingly able to respond with kindness and efficiency, finding our own authentic ways to express ourselves at our best.

'Although I felt that my communication skills were adequate, it has been a real eye-opener as to how I can improve.'



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