

Team support Day

For team development, support and repair

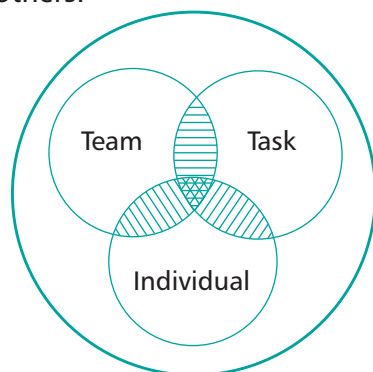
Managing Change Programme

Working together with colleagues can be productive, motivating and enjoyable. A friendly working environment gets the work done quicker, and both performance ratings and job satisfaction soar. However, working environments can also present us with challenges and difficulties, and on bad days, or in stressful periods, this can leave us feeling isolated, vulnerable, frustrated and de-motivated. The way to move forward in our working relationships is to feel confident that we can tackle issues in such a way that we promote progress and harmony in the team as a whole. We need to know that anything we say or do to resolve issues will leave everyone concerned feeling stronger and more positive than before.

This course is designed to help teams support and listen to each other in the course of (or in the wake of) difficult or stressful times. We might want to look at incidents from the past which are still affecting our ability to engage fully with the team or team-members. Or we might simply want to find a way forward which will help us meet targets in a new spirit of togetherness and positivity.

With a mixture of enjoyable team-building exercises, and drawing on communication skills already learned, the day focuses on finding meaningful and worthwhile means of learning more about ourselves and our colleagues. We explore ways to overcome challenges which may initially seem daunting or impossible, and open up new ways of working with others.

The task requires the team.
The team requires individuals.
Individuals require both team and task.



Course Aims

- to support teams to work together to meet deadlines;
- to promote an enjoyable and positive working environment;
- to increase mutual understanding and respect within the team.

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.

'I will be able to use my skills in dealing with conflict situations at work. I feel more confident not only at work but in my personal life too.'

Senior Manager, NHS Trust

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'Interesting and enlightening; a new experience which has positively influenced my communication skills.'

Health Lead, NHS

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 teamwork. 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 Needs-based Communication, 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 teamwork, and establishing constructive working conditions. As well as providing an excellent means of resolving difficulties when they arise, the needs-based approach 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.

'It was a novel, alternative view to dealing with real life situations – an exploration of values and ideas.'

Manager, Government Organisation

Benefits

How your team can benefit:

- clarity around core values underpinning and motivating the team;
- a new setting for fresh team dynamics to emerge;
- deeper understanding of roles within the team, their limits and growing edges;
- new ways to bring core values to meeting targets;
- enhanced responses to external pressures;
- meeting in a different, relaxed and sociable environment;
- greater confidence as a working-unit;
- time to explore new ways of achieving goals;
- a creative space away from the task-oriented stress of the work environment.

How individuals can benefit:

- increased awareness of their contribution and significance in the team;
- enhanced individual impact within the team;
- understanding the 'active' and 'receptive' modes within teams;
- greater choice about when to 'lead' and when to 'follow';

- more ability to motivate and recognise themselves and others;
- increased skill in team communication;
- knowing how to maximise willingness within the team;
- discovering or bringing in previously hidden talents to the team;
- an enjoyable day, combining meaning, learning and fun.

How the task can benefit:

- greater ease and efficiency in achieving targets;
- more transparency within the team;
- outcomes more clearly defined;
- greater awareness of what is flexible and what is firm;
- task-focused communication increasingly direct;
- better use of time in meetings;
- performance easily monitored;
- current blocks to action dealt with creatively;
- targets met and surpassed.

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