



# the Management Development Institute

*business and management education since 1981*

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## Team Participation

**Code:** CT93-300      **Duration:** 1 day  
**Series:** Team Management

### Understanding team fundamentals

Team fundamentals  
Team member roles  
Team goals  
Working together

### Communicating in teams

Team communication  
Elements of communication  
Supportive, effective communication

### Nonverbal communication and active listening

Nonverbal communication  
Active listening  
Response to input

### Conflict

Identifying conflict; The nature of conflict  
Power

### Resolving and handling conflict

Resolving conflict  
Handling conflict  
Conflict resolution styles

### Making a decision

Collective decisions  
Team decisions  
Decision-making methods

### Consensus

Consensus process  
Consensus challenges

### By completing this course, participants will learn how to:

- ✚ Organise teams in the workplace, identify the roles and responsibilities of a team member, identify team goals, and work with different personality types.
- ✚ Communicate in a team, identify the factors affecting team communication, and use supportive and effective communication.
- ✚ Identify how verbal and nonverbal communication work together, use active listening skills, and respond productively to input.
- ✚ Identify the need for and causes of conflict; its sources, types, and effects; and how power affects conflict.
- ✚ Resolve and handle team conflicts, and understand and use different conflict resolution styles.
- ✚ Identify rules for collective decision-making, the elements of team decision-making, and use different decision-making methods.
- ✚ Prepare for and use the consensus process, and overcome challenges to it.

**Prerequisites:** None