

BUILDING SKILLS FOR WORKING IN TEAMS



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TRAINING CENTER



Introduction

Most work now happens inside teams, yet few people receive structured training in how to operate well within one. The Building Skills for Working in Teams Training Course addresses that gap directly and practically. Participants learn how to clarify their own contribution, cooperate across roles, and communicate in ways that reduce friction. Furthermore, the course covers trust building, giving and receiving feedback, and handling disagreement constructively. In addition, it addresses meetings, shared planning tools, and working effectively with remote colleagues. As a result, participants return as stronger team members who raise the performance of everyone around them.

Building Skills for Working in Teams Course Objectives

- Clarify personal responsibilities and contribution within a team.
- Apply the Tuckman model to understand team development stages.
- Use the RACI matrix to clarify roles in shared work.
- Build trust through reliability, openness, and follow-through.
- Communicate clearly in meetings, email, and Microsoft Teams.
- Practise active listening, questioning, and summarising.
- Give and receive feedback using the SBI model.
- Manage disagreement and conflict constructively and early.
- Contribute effectively to meetings and joint problem solving.
- Support productive collaboration with remote and hybrid colleagues.

Course Methodology

- Instructor-led sessions built around everyday team situations.
- Practical exercises in role clarity, communication, and feedback.
- Case studies of effective and ineffective team working.

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- Role-play exercises on disagreement, feedback, and shared planning.
- Group workshops applying RACI and team charters to real workflows.
- Continuous knowledge checks and a final assessed teamwork project.

Who Should Take This Course

- Team members in any function or department.
- New employees joining an established team.
- Project team members working alongside other functions.
- Remote and hybrid workers collaborating across locations.
- Technical specialists working in multidisciplinary teams.
- Staff members preparing for greater team responsibility.

Building Skills for Working in Teams Course Outlines

Day 1: Understanding How Teams Work

- What makes a team different from a group of individuals.
- Team development stages according to Tuckman.
- Individual contribution and shared team outcomes.
- Understanding your own working and communication style.
- Team norms, expectations, and unwritten rules.
- Why teams succeed and why they stall.
- Workshop: assessing your own team's current stage and norms.

Day 2: Roles, Responsibilities, and Shared Work

- Clarifying personal responsibilities within a team.



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- Applying the RACI matrix to shared tasks.
- Understanding interfaces and handovers between roles.
- Managing dependencies and shared deadlines.
- Documenting agreements and decisions in registers.
- Reducing duplication and gaps in contribution.
- Workshop: mapping roles and interfaces for a real team process.

Day 3: Communication Within Teams

- Communication styles and adapting to different colleagues.
- Active listening, questioning, and summarising.
- Clear written communication in email and Microsoft Teams.
- Contributing productively in meetings.
- Confirming understanding to avoid misunderstandings.
- Working effectively with remote and hybrid colleagues.
- Workshop: running a clear team communication exchange.

Day 4: Trust, Feedback, and Disagreement

- Building trust through reliability and openness.
- Giving feedback using the SBI model.
- Receiving feedback without becoming defensive.
- Sources of disagreement and constructive disagreement norms.
- Handling conflict between colleagues professionally.
- Repairing relationships after friction or mistakes.
- Workshop: giving and receiving feedback in practice.





Day 5: Joint Problem Solving and Continuous Improvement

- Contributing to joint problem solving and root cause analysis.
- Supporting team decisions once made.
- Managing your own workload within shared priorities.
- Continuous improvement and lessons learned practices.
- Building a personal teamwork development plan.
- Recognising and supporting others' contributions.
- Workshop: presenting a personal teamwork improvement plan.

Conclusion

By successfully completing the Building Skills for Working in Teams Training Course, participants will have acquired the knowledge to clarify their role, cooperate across functions, communicate clearly, give and receive feedback, and resolve disagreement constructively. They will also gain the ability to contribute effectively in meetings and joint problem solving, including with remote colleagues. Furthermore, the course prepares participants to strengthen the performance of the whole team rather than only their own output. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready teamwork skills.

FAQs



Q1 What is the "Building Skills for Working in Teams" course about?

It is a practical programme on working effectively as a team member. It covers team development stages, individual role clarity with RACI, communication within teams, meetings and remote collaboration, trust building, feedback using the SBI model, disagreement and conflict handling, and joint problem solving.

Q2 What are the key benefits of the "Building Skills for Working in Teams" course?

Participants gain the habits that make them easier and more productive to work with, which reduces friction and duplicated effort across the team. The course improves role clarity and handovers, strengthens written and verbal communication in meetings, lowers avoidable conflict, and supports smoother collaboration with remote and hybrid colleagues.

Q3 What skills will I gain from the "Building Skills for Working in Teams" course?

Team role clarity and RACI application; communication, listening and meeting contribution; trust building, feedback delivery and disagreement handling; and joint problem solving and collaborative improvement.



Q4 What tools, methods, or standards are covered in the "Building Skills for Working in Teams" course?

The course covers the Tuckman team development stages, the RACI matrix, task and decision registers, communication and meeting formats, Microsoft Teams collaboration practices, the SBI feedback model, active listening and questioning techniques, root cause analysis methods such as the five whys, and continuous improvement and lessons learned routines.

Q5 How is the "Building Skills for Working in Teams" course applied in real-world practice?

Graduates apply it by confirming their responsibilities at the start of shared work, using RACI to settle handover questions, and keeping communication clear in meetings and on Teams. They also give feedback as work happens, raise disagreements early rather than letting them harden, contribute to joint problem solving, and record decisions and actions for follow-up.