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Training program:

Effective Team: improving communication and cooperation within the team

Info:

Name:	**Effective Team: improving communication and cooperation within the team**
Code:	**team-kom**
Category:	Team
Target audience:	admins developers testers management architects analysts devops po sm
Duration:	2 days
Format:	30% lecture / 70% workshop

Effective teamwork requires the understanding of needs, preferences and cognitive habits of other teammembers, while effectively matching own communication to said needs. Without this misunderstandings can and will arise, often leading to conflicts or serious delays in project development. This makes it worthwhile to gain "an instruction manual" of other teammembers, so as to better adjust to their communication requirements.

It's all about the content.

- Improving team communication.
- Improving cooperation.
- Reduction of conflict situations.

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Training program

1. **Factors influencing efficient teamwork.**

2. **Barriers in communication and the limitations of the human brain – where do problems come from and how to deal with them?**

3. **Stereotypical interpretation of communicates – the 4 Ears model of Schultz von Thun.**

4. **Effective feedback, matching the competence and inference level of the recipient.**

5. **Adjusting communication to the recipient – a typology of human cognition: metaprograms and dominant cognitive structures.**

6. **Status behaviors in improving communication.**

7. **Creating a work environment for effective cooperation and conflict solving.**

8. **(Optional) Effective cooperation in a distributed team.**