

Working With Others

Overview

This program has been designed to enable delegates from any working environment to come together for two days and learn how to build successful and rewarding relationships.

Through an understanding of their own team type, delegates will gain a good insight into why they work easily with some people and why they find others more challenging. With this knowledge they will learn how to develop effective relationships with all team types. They will also learn the impact that their communication has upon their contribution to the work place.

Each delegate will experience how to find common goals and build open and honest channels of communication with a variety of different personality types. The programme will focus upon managing relationships within the business as well as externally, e.g. networking. Practical activities will provide an excellent means for practising building rapport and trust, managing differences of opinion, diffusing conflict and communicating assertively.

Objectives

- For each delegate to understand where their comfort zones lie when working with others and what they must do in order to work with very different personalities.
- For each delegate to learn how to build trust, openness and commonalities with their colleagues.
- For each delegate to learn how to maintain healthy working relationships, particularly when faced with differences of opinion.
- For each delegate to learn how to enhance their communication, influencing and assertiveness techniques.

Content

Day One

‘What’s my Flavour?’

Analysis and feedback on each delegate’s team styles.

‘A diverse team is a successful team’ + Activity

Tutor presentation on essential ingredients to teaming and the importance of variety within a team.

Group exercise in which delegates will decide what can cause the biggest problems when different personalities work together.

Tutor presentation on working with others –

The way in which we interact with one another and how this breaks down.
Exercises around: Body language, Voice patterns, Mirroring etc.

Managing relationships assertively

Understanding how relationships are formed and maintained. The difference between passive, assertive and aggressive style. Key assertive skills, listening, questioning and empathy.

Activity

Group exercise to demonstrate the ways in which trust and rapport are formed or broken.

Day Two

Analysis

Ego-states and the PAC Model

Transactions

Games people play

Conflict management – Thomas Kilman Model

Do I naturally avoid, confront, enforce etc.

Tutor debrief of exercise highlighting the need to use empathy, listening, questioning and collaborative problem solving skills.

Networking skills

Practical exercise in which delegates need think about how to quickly build up commonalities, rapport and connections.

Final working together activity

An exercise that requires key team leadership, team cooperation, role clarity, and influencing and effective communication if it is to perform to the required level. The exercise is videoed for the group’s debrief session.

Activity – review

Group based review using video footage, drawing learning from 2 days.

The feedback game

Based on the speed dating concept, delegates will feedback honest perceptions of each delegate, how they interacted, what they did really well and need to focus upon.

Delegates will be asked to practice their relationship management and constructive feedback skills in order to help everyone set personal actions for development.

Activities used are chosen from:

Stepping Stones

Semaphore

Bridge Build

Suspend-A-Ball

Land Skis

Romans

Story Jigsaw

Roll-A-Ball

And others in consultation with client.