

Working Together: Cooperation and Conflict

A team is a group of people working toward a common goal while demonstrating respect for each other.

This culture-changing course is designed for intact work groups and natural teams. Participants will learn to identify the positive and negative consequences of individual behavior choices and interpersonal communications. They will develop action plans and reach a consensus on workplace ground rules based upon respect and the essential ingredients of a positive work environment.

The Working Together course helps participants to understand the nature of conflict and to see how each person on the team has a responsibility to contribute to building positive work relationships and harmonious business transactions. They learn how to take an inventory of their own individual behavior choices and to link them to the desired outcomes they share with their co-workers. One of the classroom revelations that emerges from the highly interactive training is that people say they would like to work in an environment where people work together and help each other while demonstrating respect toward one another, yet most invariably make negative behavior choices that lead in the opposite direction! They say they would like a positive work environment yet they engage in talking behind people's backs, being inconsiderate to others, and other negative behaviors. During the *Working Together* training, carefully facilitated group exercises enable these concepts to unfold in a fun, interesting, and challenging way.

Learning Objectives

- ◆ Understand choices that must be made in dealing with others in the workplace.
- ◆ Identify the negative consequences of practicing “contingency respect.”
- ◆ Become aware of own individual habits and mannerisms that irritate others.
- ◆ Be able to identify own teamwork or non-teamwork behaviors.
- ◆ Identify typical reactions to difficult interpersonal transactions.
- ◆ Develop and practice appropriate reactions to difficult situations.
- ◆ Learn the process for dealing with conflict between individuals.
- ◆ Demonstrate proficiency in getting a team to work together in resolving group conflicts.
- ◆ Understand when to get help from an outside facilitator.

Audience

This course is specifically designed for work groups, crews or teams that work together on a daily basis, team facilitators, team leaders, and team managers.

Course Outline

Module One: Cooperation & Teamwork

- ◆ Attitude and choices
- ◆ You and me
- ◆ Contingency respect
- ◆ Teamwork
- ◆ You and others
- ◆ Habits
- ◆ Consequences
- ◆ Priority Grid
- ◆ Ground rules
- ◆ Listen to me
- ◆ Listening secrets
- ◆ Paraphrasing
- ◆ Blocks

Module Two: Conflict Resolution

- ◆ Team members handling conflicts between themselves
- ◆ One on one -- a four step process for dealing with team member to team member differences
- ◆ How the team manages conflict for positive outcomes
- ◆ Group resolution technique
- ◆ Using a facilitator to help resolve conflict
- ◆ The company solution: counseling and discipline

Program Format – 1 Day

This one-day workshop is designed for natural work groups, work crews, or teams. Four separate work teams can attend at one time, however the maximum class size is thirty-five.

The format is fast-paced with a lot of participant interaction and group work. The teams and team members get actively involved with the presentation. Training props ensure that the mood is light and receptive for the messages presented. The maximum class size is 20, but for optimum results 12-16 participants is ideal.