



Team Participation

How You Will Benefit

After completing this course, students will know how to:

- 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.
- Resolve and handle team conflicts by using different conflict resolution styles.
- Identify rules for collective decision-making, the elements of team decision-making, and use different decision-making methods.

Course Content

Unit 1: Understanding team fundamentals

- Topic A:** Team fundamentals
- Topic B:** Team member roles
- Topic C:** Team goals
- Topic D:** Working together

Unit 2: Communicating in teams

- Topic A:** Team communication
- Topic B:** Elements of communication
- Topic C:** Supportive, effective communication

Unit 3: Nonverbal communication and active listening

- Topic A:** Nonverbal communication
- Topic B:** Active listening
- Topic C:** Response to input

Unit 4: Conflict

- Topic A:** Identifying conflict
- Topic B:** Nature of conflict
- Topic C:** Power

Unit 5: Resolving and handling conflict

- Topic A:** Resolving conflict
- Topic B:** Handling conflict
- Topic C:** Conflict resolution styles

Unit 6: Making a decision

- Topic A:** Collective decisions
- Topic B:** Team decisions
- Topic C:** Decision-making methods

Unit 7: Consensus

- Topic A:** Consensus process
- Topic B:** Consensus challenges