

# TEAM WORKING

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Working towards a common goal is vital in establishing a positive company culture and ensuring that business objectives are met. Teams in the workplace take on many forms and sizes but should always be bound by common objectives so that they can work together to achieve a successful outcome. Working as part of a team, along with relationship building and effective communication, is therefore integral to a business's success.

## Areas covered

- What is teamwork?
- Working effectively with colleagues
- Establishing good working relationships
- Group composition and teamwork
- Group personalities – leaders, followers, and behavioural types
- Communication characteristics
- Active listening
- Motivation
- Self-analysis
- Feedback
- Handling criticism positively



## Who is it aimed at?

This short course is ideal for all employees within a business when used as a stand-alone module or included in an induction programme. It can also be part of the on-programme phase for the apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.



## Key details at a glance

-  **Duration:** 20 – 40 minutes
-  **Assessment:** Multiple-choice questions
-  **Certificated:** Yes – Highfield Completion Certificate
-  **Support:** 01302 363277  
support@highfield.co.uk
-  **Translation:** Details available on request
-  **Localisation:** UK and EU legislation, but suitable for international businesses that trade with the UK and EU and may be subject to the legislation

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