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# Team Building

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National Competency Standard (BSB07)  
BSBWOR203A – Work effectively with others



## Aim

This course is aimed at building planning, communication and conflict resolution skills amongst work teams. **The course is customised to client needs and is therefore available for presentation to private groups only.**

## Audience

The audience for this course is anyone who wishes to understand team dynamics, their role as a team member and to apply techniques in identifying and resolving conflict situations.

## Duration

One day.

## Course Outcomes

1. Organising teams in the workplace and identifying roles and responsibilities of team members.
2. Identifying team goals and working with different personality types.
3. Effective planning to achieve team goals
4. Communicating in a team and identifying factors affecting team communication.
5. Identifying and applying rules for collective decision-making.
6. Identifying the need for and causes of conflict, its sources, types, and effects.
7. Resolving and handling team conflicts.
8. Understanding and using different conflict resolution styles.

## Optional Assessment

**This is a nationally recognised training program.** Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies). Participants who choose not to be assessed will receive a Certificate of Attendance. The case study assignment is completed in the participant's own time.

## Course Content

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### About this course

#### Understanding teams

- What is a team?
- Types of teams
- What makes an effective team?
  - Culture of the organisation
  - Key factors
  - Qualities of the team leader
- Checklist for team start-up
  - Driving Issues
  - Goals
  - Roles and responsibilities
  - Deliverables / timeline
  - Commitment

#### Working as a Team

- Team skills
- Goals and objectives
  - Goals should be SMART

Goals are expressed as objectives and deliverables

- Planning
- Human resource management
- Communication skills
  - Giving feedback
  - Receiving feedback
- Decision making
  - More on consensus
- Conflict
  - Minimising conflict
- Conflict resolution
  - Identify the nature of the conflict
  - Identify the cause of conflict
  - Depersonalise the conflict
  - Structuring discussions
- Conflict resolution styles
  - The collaborator style
  - Other conflict resolution styles

Styles to avoid

- Roles and responsibilities
  - The team leader
  - The team members
- Progress reviews and continuous improvement

### **Appendix 1 – The Team Leader role**

- What does it mean to be a manager and a leader?
- The basics of managing as a leader
  1. Know yourself.
  2. Know the organisation.
  3. Build relationships
  4. Create vision
  5. Manage the day-to-day relationships and operations of your team
- Build relationships with your team through coaching
- Five don'ts for the manager/leader