



Communication Skills for Teams

On this communication skills course, your team members will be guided by an expert facilitator and communicator delivering six hours of interactive face-to-face activities and role-plays. The communication skills for teams training will help learners with:

What You'll Learn

Following this communication skills course, colleagues and employees will be able to:

- Common **barriers** to effective communication.
- How to obtain **clarity**.
- How to **listen, question and challenge** to get it right first time.
- How to **remove assumptions**.
- How to **have difficult conversations** with confidence.
- How to **communicate effectively within and across teams**.

Our **communication skills for teams training** is suitable for team members and staff looking to improve the effectiveness of their communication and problem-solving.

Following completion of your training, your learners will communicate and problem-solve more effectively as a team!

*“What great days! As a team it was great spending quality time together and made you feel you were a part of something bigger.”*Leader, Synergy Partnership

“I have received feedback from everyone who attended. All said they would highly recommend it and found it very useful. Everyone also mentioned that the trainer was excellent!” Office Manager, The Hub

Your Inhouse Communication Skills Training Activities

Group exercises in communication techniques facilitated by engaging facilitators take your team through a package of training modules developing communication skills, challenging their ways of working and championing best practice. Your team will complete the day with a well-balanced approach to successful team communication, improved confidence and better problem-solving abilities. All activities are managed by an experienced trainer and in the safety of the office environment.

Introduction: The Importance of Communication

Participants explore the role of communication in the workplace, reflect on the pre-learning and agree an agenda.

Exercise: Overcoming Barriers to Effective Communication

Employees address common barriers by identifying best-practice techniques to deliver improved communication.

Exercise: Gossip!

A training exercise to explore how teams communicate in solving a problem. Learners are encouraged to gather relevant information and to work together to problem solve.

Exercise: Challenging Assumptions

Employees learn questioning techniques that resolve problems through questioning, probing and challenging.

Exercise: Yes But, No But..

A group exercise to encourage team members to look for win-win outcomes. Designed to improve day-to-day communication and teamwork, employees explore how they naturally respond to situations - aggressive, submissive or assertive.

Exercise: Working in Remote Teams

Employees learn how different teams can work effectively whilst operating remotely from each other. Your team will understand what is required in terms of sharing knowledge and completing tasks.

Exercise: Improving Communication Across Teams

A teamwork and communication activity where employees can test their communication and listening skills, build their ability to communicate across a team and problem-solve effectively. Additionally, employees learn that solutions work best when including the unique skills and talents across teams.