

COURSE OVERVIEW SS0494-6M-IH
Teamwork/Supporting Others
(E-Learning Module)

Course Title

Teamwork/Supporting Others (E-Learning Module)

Course Reference

SS0494-6M-IH

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration

3.0 online contact hours
(3.0 CEUs/30 PDHs)



Course Description



This E-Learning is designed to provide participants with a detailed and up-to-date overview of Teamwork/Supporting Others. It covers the importance of teamwork in healthcare and problem solving; the dysfunctional behavior, team roles, attitudes for effective teamwork and characteristics of effective teams; the four stages of team development covering forming, storming, norming and performing; responding to workplace criticism, offering constructive criticism and telephone/smartphone etiquette; making and receiving calls professionally and using smartphones and voice mail for business; the productive business meetings, typical meeting agenda, sample ground rules and controlling dysfunctional members; and total quality management (TQM), empowerment and team success factors.



Further, the course will also discuss the problem identification, collecting and analyzing data and considering possible solutions; planning and implementing the plan and managing and addressing the conflict; the source and importance of conflict and possible solutions; developing an acceptable solution; the five styles of dealing with conflict; the motivation, leadership, team development and team building process; building trust and empathy and effective communication; and the characteristics of effective/ineffective team members and a good leader.



During this interactive course, participants will learn the problem solving, developing alternative solutions, implementing a solution and evaluating the outcome; developing an effective team, emotional intelligence, resolving conflict and overcoming resistance; building diversity awareness, developing interpersonal skills and establishing team ground rules; creating a positive impression and contributing to a strong team; and communicating effectively in the workplace.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on teamwork/ supporting others
- Define team and discuss the importance of teamwork in healthcare
- Carryout problem solving and recognize dysfunctional behavior, team roles, attitudes for effective teamwork and characteristics of effective teams
- Identify the four stages of team development covering forming, storming, norming and performing
- Respond to workplace criticism, offer constructive criticism and apply telephone/smartphone etiquette
- Make and receive calls professionally as well as use smartphones and voice mail for business
- Perform productive business meetings, typical meeting agenda, sample ground rules and controlling dysfunctional members
- Apply total quality management (TQM), empowerment and team success factors
- Identify and analyze the problem, collect and analyze data, consider possible solutions, choose the best plan and implement the plan
- Manage and address the conflict and identify the source and importance of conflict and possible solutions
- Develop an acceptable solution and carryout five styles of dealing with conflict
- Apply motivation, leadership, team development and team building process
- Build trust and empathy, apply effective communication and describe the characteristics of effective/ineffective team members and a good leader
- Apply problem solving, identify the problem, develop alternative solutions, implement a solution and evaluate the outcome
- Develop an effective team, apply emotional intelligence, resolve conflict and overcome resistance
- Build diversity awareness, develop interpersonal skills and establish team ground rules
- Create a positive impression, contribute to a strong team and communicate effectively in the workplace

Who Should Attend

This course provides a wide understanding and deeper appreciation of teamwork and supporting others for entrepreneurs, directors, C- level executives, senior management team, heads of the departments, strategic planners, business analysts, team managers, team supervisors, and return to work professionals.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal

Course Contents

- An Introduction to Teamwork
- Teaching Team Skills: Goals for Today
- What is a Team?
- How is a Team Different from a Group or Committee?
- Why is Teamwork Important in Healthcare?
- There are Many Types of Teams
- When to use a team?
- Understanding group behavior
- Aspects of Group Process: Communication
- Aspects of Group Process: Decision – making
- Aspects of Group Process: Problem-solving
- Group Problem Solving
- Recognizing Dysfunctional Behavior
- Team Roles: Task
- Team Roles: Relationships
- Attitudes for Effective Teamwork
- Team Exercise
- What are Characteristics of Effective Teams?
- More Characteristics

- Effective Team-Building Takes Time
- What are the Four Stages of Team Development?
- Forming
- Storming
- Norming
- Performing
- References
- Defining Professional Behavior
- Being Professional on the Job
- Positive Workplace Relations
- Responding to Workplace Criticism
- Offering Constructive Criticism
- Telephone/Smartphone Etiquette
- Making Calls Professionally
- Receiving Calls Professionally
- Using Smartphones for Business
- Using Voice Mail Professionally
- On the Receiver's End
- On the Caller's End
- Professional Groups and Teams
- Becoming a Valued Team Player
- Characteristics: Successful Teams
- Productive Business Meetings
- Typical Meeting Agenda
- Sample Ground Rules
- Controlling Dysfunctional Members
- Meeting Minutes
- Quiz #1
- Teamwork
- Changing Nature of the Workplace
- Total Quality Management (TQM)
- Empowerment
- Benefits of Teamwork
- Benefits continued

- Synergy
- Teams Tools
- Consensus
- Class Norms
- Role of the Team in the Workplace
- Stages of Teams
- Stage 1: Forming
- Stage 2: Storming
- Stage 3: Norming
- Stage 4: Performing
- Characteristics of a Good Team Member
- Team Success Factors
- Process
- Communication
- Commitment
- Involvement
- Trust
- Team Success Factors – Crossword Puzzle
- Teams: Constructive and Destructive Roles
- Seven Constructive Team Member Roles
- Six Destructive Team Member Roles
- Five Ways to Inhibit Destructive Roles
- Complete Worksheet – Examining Team Roles
- Problem Solving
- What is a Problem?
- Problem Solving Steps
 - 1. Identify and analyze the problem
 - Criteria and Constraints
 - Example: Identifying the “Late Arrival” Problem
 - 2. Collect and Analyze Data
 - 3. Consider Possible Solutions
 - 4. Choose the Best Plan
 - 5. Implement the Plan
 - 6. Observe, Evaluate and Adjust

- Aids to Problem Solving
- More Aids
- Complete Worksheet – Problem Solving in Action
- Managing Conflict
- Conflict – An Essential Ingredient for Team Growth
- Steps in Managing Conflict
- Know When to Intervene
- Address the Conflict
- “I” Messages
- Restate the conflict-causing “you” messages into “I” messages
- Identify the Source and Importance of the Conflict
- Identify Possible Solutions
- Develop an Acceptable Solution
- Implement and Evaluate
- Five Styles of Dealing with Conflict
- Avoiding
- Accommodating
- Competing
- Compromising
- Collaborating
- Suggestions for dealing with conflict
- Quiz #2
- Motivation, Leadership and Teams
- “The price of greatness is responsibility.”
- Motivation
- Talk it Out
- Motivation: Maslow in the Workplace
- Leadership
- Talk it Out
- Becoming a Leader
- Teams and Performance
- Types of Teams
- Stages of Team Development
- Characteristics of a Team Member

- Characteristics of a Team Member - Teams and Conflict
- Characteristics of a Team Member - The Problem Member
- Meetings
- Team Presentations
- Quiz #3
- Team Building Process
- Broken Square
- Are we able to prepare squares?
- The affecting factors
- Are you happy working alone or in a group?
- Why do we join groups?
- Importance of teamwork
- Downsides of a team
- Characteristics
- Teamwork
- Team work skills
- Stages in Team Building
- Forming
- Storming
- Norming
- Performing
- Adjourning (Deforming or Mourning)
- What are the ingredients for effective teamwork?
- Effective Teamwork
- For better Team Work
- Strong Leadership - Always at the Top
- Understanding, Trust and Mutual Respect
- Clear roles and responsibilities
- Building Trust and Empathy
- Effective communication is a vital part of any team
- Plan your project, your idea
- Common faith
- Quiz #4
- Why work in teams or groups

- Characteristics of Effective Team Members
- Characteristics of Ineffective Team Members
- Leadership Skills
- Boss versus Leader
- Skills of Effective Leaders
- Characteristics of a Good Leader
- Problem Solving
- Steps to Problem Solving
- Identify the Problem
- Develop Alternative Solutions
- Select the Best Alternative
- Implement a Solution
- Evaluate the Outcome
- Quiz #5
- Today's Agenda
- What is a Circle?
- Animal Toss
- Get-To-Know-You-Bingo
- Communication in Teams
- Good or Bad team experiences?
- What are the Advantages of Teams?
- What are the Disadvantages?
- Define a Team Contract
- Developing an Effective Team
- Effective Teamwork
- Emotional Intelligence
- Team Evolution
- Snowflakes
- Understanding Conflict
- Resolving Conflict
- Overcoming Resistance
- Nonverbal Communication
- Conclusion
- Quiz #6

- Teamwork and Team Building
- Teamwork Defined
- What is a Team?
- Group or Team?
- Team Building
- Effective team members
- Process of Team Building
- Trust is Key to Teambuilding
- Seven Keys to Building Great Work Teams
- Five Dysfunctions of a Team
- Results of a Strong Team
- Characteristics of an Effective Team
- Common Expectations
- More Quotes
- Model for a High Performance Diverse Team
- Build Diversity Awareness
- Understand Diversity Issues Within the Team
- Develop Interpersonal Skills that Make a Difference
- Reinforce the Team Norms
- Establish Team Ground Rules
- Team Development Model
- Characteristics of Effective and Ineffective Teams
- How does a group develop
- Problems with Teams
- Collaboration and Partnership
- What is teamwork?
- Different People and Skill
- What is team-building?
- Steps in Team-building
- Forming
- Storming
- Norming
- Performing
- Tuckman's Model of Team Development

- The Challenge of Team Development
- Where was your team during the exercise?
- What are the benefits of ground rules?
- Important Observations
- Quiz #7
- Together Everyone Achieves More
- What is a team?
- Familiar Examples
- Why Use Teams?
- Effective Team Characteristics
- Why Use Teams?
- External Support for the Team
- Stages of Team Development
- Forming
- Storming
- Performing
- Norming
- Transforming/Adjourning
- Diagnosis? Dysfunctional Team Behaviors
- Dysfunctional Behaviors can be Prevented
- What are Ground Rules?
- Ground Rules Guidelines
- Creating Ground Rules
- Relationship-building
- Task Performance
- Effective Teamwork
- Barriers to Team Performance
- How do we know when our Work is Done?
- Team Accountability
- Effective teams
- Quiz #8
- Enterprising Skills in a Business Environment
- Housekeeping
- Business Environment and Organisation Structure

- Communication and Teamwork
- Appropriate Behaviour in the Workplace
- Create a Positive Impression
- The Importance of Team
- Contributing to a Strong Team
- Communicate Effectively in the Workplace
- Branding
- Work Activities
- Agree Work Activities
- Holding People Accountable
- Project: New Business Opportunity
- Next Time
- Quiz #9
- Collaboration and Partnership
- What is teamwork?
- Different People and Skill
- What is team-building?
- Steps in Team-building
- Forming
- Storming
- Norming
- Performing
- Tuckman's Model of Team Development
- The Challenge of Team Development
- Where was your team during the exercise?
- What are the benefits of ground rules?
- Important Observations
- Quiz #10