People Personalities and the Plague for Everyone

Course Description

Designed for all team members at every level, this course guides attendees through a process that enhances communication within organizations by developing cooperative teams that get results with cohesive, productive working relationships.

What You Will Learn

- How trust affects the team's culture
- The four-step team matriculation process
- Why different generations work and communicate differently
- Why the right team chemistry has such a positive impact
- The importance of mutual accountability
- How to create and maximize the use of team core value basics
- Why thinking like a team is so critical to the overall success
- The necessity of breaking down the stovepipes, silos and buckets that exist today
- How to maximize the use of team-created core value basics
- The necessity of breaking the stovepipes, silos, and buckets that exist today, and how to eradicate them

Who Should Attend

— Support center analysts, desktop support technician, and support center team leads

Course Price

Public Classroom Training: *Interactive one-day course among peers.*
Price: $695

Onsite Training: *A one-day course conducted at your company's site.*
Call 800.248.5667 for pricing.

Register

Call: **800.248.5667** ***Visit:*** **www.ThinkHDI.com/PPE**

Course Outline

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Unit 1: Team Foundation

- Building Team Trust
- Three Zones in our Life
- Why We're So Different – Team Chemistry
- Dynamics of Working with People
- Defining a TEAM

Unit 2: Team Matriculation

- The Team Matriculation Process
- Traits of Effective Team Members
- Building Team Player Thinking

Unit 3: Communicating with the Team

- The Science of Communication
- Communicating Through Listening
- Communicating Electronically

Unit 4: The Action Plan

- Putting Today Into Practice
- What Will I Do Tomorrow

This course is delivered in partnership with Teams Rock.

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