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Team Communication Day

Objectives

- Improve communication skills within the team
- Address challenges of communication between departments
- Create a better understanding between colleagues
- Leave with a new approach to working and communicating within the team

Plan

9:00am	Arrivals, tea, coffee and breakfast buffet.
9:30am	Setting the scene, looking at goals and objectives for the day
9:45am	Ice Breakers – mini communication exercises
10:15am	Classroom Theory –Communication basics: understanding what makes effective communication; pitfalls to avoid and good practice.
10:30am	Multi-Activity Challenges based on communication: examining problems and how to overcome them
12:00pm	Debrief – reviewing the morning activities and lessons learned.
12:15pm	Lunch
12:45pm	Trebuchet Activity – application of earlier lessons learned on a more challenging activity.
1:45pm	Review of activity and introduction to Transactional Analysis
2:00pm	Break
2:15pm	High Ropes Activity, Crate Stacking – further application of lessons learned when out of your comfort zone
4:15pm	Break
4:30pm	Final debrief and application of learning at work

Key Points

- Basics of communication are looked at initially including ensuring information is clear, correct, concise, relevant and using the best terminology.
- Communication is then looked at, at a deeper level gaining awareness of the hidden messages we communicate in how we speak to each other and the importance of communication being 2-way.
- Transactional Analysis looks at the roles we can play when communicating in different situations.
- Development of effective listening skills – “deep listening” – key to effective two way communication.

