



E-LEARNING SHORT COURSES FACT SHEET

COURSE TITLE	TEAM WORKING
COURSE LEVELS	INTRODUCTORY
COURSE OVERVIEW	Designed to help your organisation understand the importance of good communication. Learners on the course will learn what teamwork is, and the different types of team and group personalities. It will equip learners with the tools to build effective relationships, highlight positive and negative characteristics and what motivates a team. Finally, learners will understand the importance of self-analysis, reflection and the importance of feedback that ultimately leads to effective and efficient teamwork.
COURSE CONTENT	<ul style="list-style-type: none"> • What is teamwork? • Working effectively with colleagues • Establishing good working relationships • Group composition and teamwork • Group personalities • Positive and negative communication characteristics • Active listening • Motivation • Self-analysis • Feedback • Why it is important to handle criticism positively
WHO IS IT AIMED AT?	Ideal for all levels of employee within a business and as part of the induction process for new employees. The course is also ideal for use as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.
COURSE DURATION	20-40 minutes
TEST/CERTIFICATION	Learners are assessed at the end of the course by multiple-choice questions. Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.
COST	£5.00