

**COURSE OVERVIEW HM0425**  
**Teamwork Fundamentals**  
**(E-Learning Module)**

**Course Title**

Teamwork Fundamentals (E-Learning Module)

**Course Reference**

HM0425

**Course Format & Compatibility**

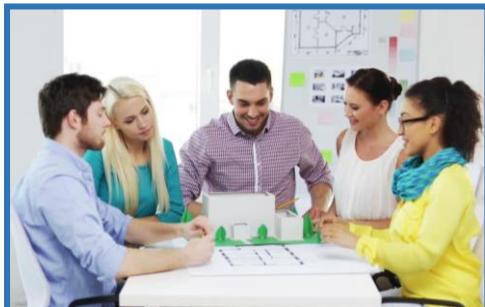
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

**Course Duration**

30 online contact hours  
 (3.0 CEUs/30 PDHs)



**Course Description**



Organizations are complex networks of human interaction and at the end it is always people that make things work. If they are willing to cooperate as a team, a system will change and thrive. If they are not, it will die. Teams provide the social “glue” in organizations that melds together people, processes, and technologies to produce services or products. Organizations cannot function without teams. However, teams must be designed and managed properly in order to fit organizational cultures and strategies.



Of all the challenges faced by organizations today, teamwork ranks as one of the biggest and most critical. With organizations increasingly dependent on high-performance teams for virtually every imaginable activity, teamwork has become a major business strategy and getting teams to work an absolute necessity. This interactive course is designed to give participants a lasting capability to work together in powerful and productive teams.



This E-Learning course is designed to provide participants with the fundamental knowledge and skills of team work. It will cover the personal styles and the value of teamwork both for individual and organizations.



Further, the course will also discuss the skills required, accomplish a goal and apply teamwork, delegation, efficiency, ideas and support; communicating the value of collaboration, taking advantage of multiple skill sets and promoting friendly pressure to get done on time; the Johari window model, forming a team and characterize high-performing teaming; categorizing encourager, compromiser, leader, summarizer/clarifier, ideas person, evaluator and recorder; and applying knowledge sharing and the importance of prioritizing.

During this interactive course, participants will learn the cultural dimensions, trusting each other, clarifying roles, communicating openly and effectively, appreciating diversity and balancing the team's focus; the communication barriers, cultural communication barriers, language barriers, hostile stereotypes and behavior differences; communicating effectively with cross cultural teams, developing awareness of individual cultures and demanding mutual acceptance; avoiding workplace conflict; preventing conflict and applying teamwork in problem solving strategies

### **Course Objectives**

The objective of this programme is to familiarize new employees with the main concepts and themes of teamwork; this training programme will cover:-

- Apply and gain a fundamental knowledge on teamwork
- Understand the value of teamwork both for individual and organizations
- Identify the purposes and functions of the Johari window as a model of self-disclosure and self-awareness
- Understand what team work is and the stages of forming an effective team (forming, norming, storming, performing, adjourning)
- Understand his/her role within the team and contribute to accomplishing team goals by completing their share of work in a timely manner
- Understand the importance of team's objectives and how they impact teamwork (e.g. need for the project, expected outcomes, deadline, budget, roles and responsibilities of team members, etc.)
- Understand and have practiced how to share knowledge and report progress with your co-workers
- Understand and have practiced the importance of prioritizing his/her work while ensuring the team is not impacted and the various factors in shaping team performance
- Understand the cultural dimensions as used by Hofstede and how they differ for the various cultures working in the K-group
- Learn to support others on his/her team by offering help as needed and become a reliable member of the team
- Learn how engage in collaborative group discussions while respecting others' views and inputs
- Understand the tools available in the K-group for team collaboration
- Be able to define the different types of diversity and culture and the different types of stereotypes that cause cross-cultural misunderstanding

- Understand and have practiced how to communicate effectively with cross cultural teams
- Identify the skills required, accomplish a goal and apply teamwork, delegation, efficiency, ideas and support
- Communicate the value of collaboration, take advantage of multiple skill sets and promote friendly pressure to get done on time
- Illustrate Johari window model, form a team and characterize high-performing teams
- Categorize encourager, compromiser, leader, summarizer/clarifier, ideas person, evaluator and recorder
- Apply knowledge sharing and discuss the importance of prioritizing
- Encourage everyone's participation, get attention to get buy-in, apply persuasion, negotiation and make decisions
- Recognize cultural dimensions, trust each other, clarify roles, communicate openly and effectively, appreciate diversity and balance the team's focus
- Identify communication barriers, cultural communication barriers, language barriers, hostile stereotypes and behavior differences
- Communicate effectively with cross cultural teams, develop awareness of individual cultures and demand mutual acceptance
- Avoid workplace conflict, prevent conflict and apply teamwork in problem solving strategies

### **Who Should Attend**

This course provides a fundamental knowledge on teamwork for managers, superintendents, engineers, heads of departments, team leaders and unit supervisors. The course will be additionally of value to staff in support or advisory functions in areas such as strategy, policy, organization, audit, welfare, and projects. Further, the course is very important for senior and middle management staff who need address the strategic challenges facing sustainable business.

### **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 Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

### Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


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USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association 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 1-2013 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 1-2013 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 Association 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.

### Course Fee

As per proposal

## Course Contents

- Skills Required
- Accomplishing a Goal
- Teamwork
- Delegation
- Efficiency
- Ideas
- Support
- Life is a Team Sport
- Better Results Through Teamwork
- Case Study #1
- Quiz #1
- Collaboration
- Communicating the Value of Collaboration
- It's More Efficient
- Takes Advantage of Multiple Skill Sets
- It's Faster
- It Promotes Friendly Pressure to get Done on Time
- Productivity Doesn't Depend on one Person
- Take Advantage of Ongoing Feedback
- It Increases Learning Opportunities
- It Can Solidify Accountability
- It lets People Share the Lows and Highs
- It Promotes Synergy
- Case study #2
- Quiz #2
- Johari Window Model
- Johari Window
- Johari Adjectives
- Johari Window Four Regions
- Johari Quadrant 1 - 'Open Self/Area' or 'Free Area' or 'Public Area', or 'Arena'

- Johari Quadrant 2 - 'Blind Self' or 'Blind Area' or 'Blindspot'
- Johari Quadrant 3 - 'Hidden Self' or 'Hidden Area' or 'Avoided Self/Area' or 'Façade'
- Johari Quadrant 4 - 'Unknown Self' or 'Area of Unknown Activity' or 'Unknown Area'
- Johari Window Example - Increasing Open Area Through Feedback Solicitation
- Johari Window Model - Example for New Team Member or Member Within a New Team
- Johari Window Example - Established Team Member Example
- Case study #3
- Quiz #3
- Forming a Team
- Forming
- Storming
- Norming
- Performing
- Adjourning
- Using the Tool
- Key Points
- Characteristics of High-Performing Teams
- Case study #4
- Quiz #4
- The Roles People Play & Organizational Goals
- The Roles People Play
- Encourager
- Compromiser
- Leader
- Summarizer/Clarifier
- Ideas Person
- Evaluator
- Recorder
- Destructive or Selfish Group Roles to Avoid
- Organizational Goals Serve
- Organizational Goals

- Case study #5
- Quiz #5
- Knowledge & Effective Team
- Knowledge Sharing
- Flow or Transfer
- Explicit Knowledge
- Tacit Knowledge
- Embedded Knowledge
- Benefit from Sharing Knowledge
- The Importance of Prioritizing
- A,B,C, 1,2,3 Method of Prioritizing
- Effective Team
- Case study #6
- Quiz #6
- Encourage Everyone's Participation
- Getting attention to get buy-in
- Persuasion
- Negotiation
- Make Decisions
- Cultural Dimensions
- Power Distance Index (PDI)
- Individualism versus Collectivism (IDV)
- Masculinity versus Femininity (MAS)
- Uncertainty Avoidance Index (UAI)
- Pragmatic versus Normative (PRA)
- Indulgence Versus Restraint (IVR)
- Case study #7
- Quiz #7
- Have a Common Purpose and Goal
- Trust Each Other
- Clarify Roles
- Communicate Openly and Effectively
- Appreciate Diversity

- Balance the Team's Focus
- Case study #8
- Quiz #8
- Communication Barriers
- The Americans see the French
- Cultural Communication Barriers
- Language Barriers
- Hostile Stereotypes
- Behavior Differences
- Communicate Effectively with Cross Cultural Teams
- Developing Awareness of Individual Cultures
- Demand Mutual Acceptance
- Acceptance is Essential
- Case study #9
- Quiz #9
- Workplace Conflict & Team Work in Problem Solving
- Workplace Conflict
- Types of Conflicts
- Dealing with Conflict
- Step 1: Prepare for Resolution
- Step 2: Understand the Situation
- Step 3: Reach Agreement
- Preventing Conflict
- Teamwork in Problem Solving Strategies
- Case study #10
- Quiz #10