

Build an Exceptional Team with Great Communication

Great communication is the foundation stone of any exceptional team. This course builds skills in the five elements of great communication: Commitment-Based Management, Active Listening, Feedback, Resolving Conflict, and Recognition.

Designed and Developed by Virtuositeam

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- ✔ 76 Lessons
- ✔ 10 - 12 Hours of Learning

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COURSE DESCRIPTION

Many believe that great communication is the foundation of an exceptional team. But all too often, we overestimate our ability to convey meaning and underestimate the importance of deliberate communication practice.


Our Great Communication course covers five elements, or building blocks, to help you improve your written, verbal, and non-verbal communication. They include:

1. Commitment-Based Management
2. Active listening
3. Giving and receiving feedback
4. Managing conflict
5. Meaningful recognition

By the end of this course, you will:

1. Know how to eliminate the poor communication that renders teams ineffective and even fractious places to work.
2. Gain insights into creating a team culture that accepts the existence of conflict - but swiftly and openly deals with it.
3. Understand what it means to truly listen to colleagues, and be able to confidently deliver and receive feedback.

This course is part of Virtuositeam's series, The Five Principles of Exceptional Teams, which includes Collective Alignment, Open Culture, Meaningful Methods, Great Communication, and Foster Self-Care. Each of the five principles is broken down into 21 elements that all exceptional teams possess and continually nurture.



COURSE CURRICULUM


1. Introduction to the Principle of Great Communication

- Great Communication Introductory Video
- The Five Elements of Great Communication
- Does Your Team Apply the Elements of Great Communication?
- The Benefits of Great Communication
- Great Communication Course Map
- Reflect, Record, Remember, Retain

2. Commitment-BAsed Management

- Course Map
- Introduction to Commitment-Based Management
- Make Commitments and Keep Your Promises
- The Incomplete Request Scenario
- Colin Introduces The Benefits of CBM
- The Basic Action Workflow
- Stage One: Preparation
- Task Description
- Purpose
- Background of Obviousness
- Conditions for Satisfaction
- Date and Time
- Stage Two: Negotiate
- Stage Three: Perform
- Stage Four: Accept
- CBM Practice: Deliberate Practice of Basic Action Workflow
- CBM - Request Knowledge Check

3. Active Listening

- Course Map
 - Introduction to Active Listening
 - Common Causes of Poor Listening
 - Listener Self-Assessment
 - Four Levels of Listening: Level 1
 - Four Levels of Listening: Levels 2-4
 - Tips for Active Listening
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- Tips for Active Listening (continued)
- Develop Active Listening Skills in Your Team
- Knowledge Check: Active Listening


4. Feedback

- Course Map
- Feedback Scenario
- Element: Feedback
- Why Invest in Feedback?
- The Pendleton Feedback Model
- Two Keys to Creating a Feedback Culture
- Tip One: Partner to Clarify the Desired Outcome
- Three Steps to Create Clarity
- Tip Two: Crafting Great Feedback
- How to CRAFT Great Feedback
- Demonstration of the Pendleton Feedback Model
- Pendleton Feedback Model - Recap
- Mastering Pendleton - Removing Barriers to Engagement
- Exercise: Putting the Pendleton Feedback Model into Action
- Feedback - Wrap-up
- Knowledge Check: Giving and Receiving Feedback

5. Conflict Resolution

- Course Map
- Element: Conflict Resolution
- Defining Conflict
- The Case for Good Conflict
- Quick Check-In
- The Impact of Chronic Conflict
- Tips for Managing Conflict: Part One
- Tips for Managing Conflict: Part Two
- Resolution State of Mind
- Knowledge Check: Conflict Resolution

6. Recognition

- Course Map
 - Element: Recognition
 - Quick Survey
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- Why Recognition Matters
- Recognition - Both Intrinsic and Extrinsic Motivation
- Knowledge Check: Maslow's Theory
- Everything to Gain
- Recognition Tools
- Recognizing the Right Way
- Storytelling
- Pixar's Story Spine
- Build Storytelling Skills
- Recognition - Wrap-Up
- Knowledge Check: Recognition

INSTRUCTOR



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I am a behavioral change expert, systems strategist, author, and Ph.D. candidate for Hate Crime Studies. My fascination with human behavior started while growing up in South Africa. From working to prevent hate crime to humanizing the workplace, my career spans three decades and four continents researching and applying behavioral change strategies to some of the most challenging behavioral problems. As co-owner of the Behavioral Research and Applied Technology Laboratory, I study, develop, and apply agnostic systems and practices that make change sticky and result in high-performing individuals and cultures.

Start building your Exceptional Team today!

Exceptional teams are built on great communication -
this course shows you how

Enroll Today

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