

# EFFECTIVE TEAM BUILDING & COORDINATION SKILLS

**You are managing a team, but facing some difficulties such as:**

- ◆ There is a lack of collaboration and effective communication among team members.
- ◆ Members don't understand the team's shared goals clearly, resulting in a lack of direction and scattered focus.
- ◆ Roles and responsibilities of team members are unclear, leading to ambiguity and an uneven distribution of task assignments.
- ◆ The team struggles with internal conflicts and disputes.

## CONTENT

### Part 1: Overview of teamwork and collaboration across departments

- ◆ Difference between teamwork and collaboration
- ◆ The importance of teamwork and collaboration
- ◆ Challenges in teamwork and collaboration
- ◆ 4 stages of team development
- ◆ The roles of leaders and team members in fostering team growth

### Part 2: The roles of a manager in teamwork

- ◆ The necessary skills of a manager
- ◆ Roles and responsibilities of a manager
- ◆ How to implement, monitor, and manage a team's operation effectively

### Part 3: The GRIP Model of team effectiveness /strong

#### 3.1 Characteristics of an Effective Team

#### 3.2 The GRPI Model of team effectiveness

- ◆ Goals - Set goals for the team
- ◆ Roles - Identify the roles and responsibilities of team members
- ◆ Interpersonal – Interpersonal communication methods
- ◆ Procedures – Procedures for effective collaboration

### Part 4: Goals - Set goals for the team

- ◆ Clarify goals for the team
- ◆ Align individual and team goals
- ◆ Set SMART targets
- ◆ Practice goal-setting for the team

### Part 5: Roles - Identify the roles and responsibilities of team members

- ◆ 3A Model - Understand the other party's personality for successful cooperation
- ◆ Communication strategies with various personalities
- ◆ Essential roles in a team
- ◆ RACI matrix - Responsibility assignment matrix

### Part 6: Interpersonal and Procedures – Interpersonal communication methods and Procedures for effective collaboration

- ◆ Building good relationships with others at work
- ◆ Building trust
- ◆ Influencing other people with “soft powers”
- ◆ Brainstorming techniques for contributing and generating ideas
- ◆ Managing emotions (EQ) in the collaboration process
- ◆ Effective feedback skills
- ◆ Problem solving and conflict management
- ◆ Persuasion and influencing techniques

### Part 7: Summary and Action Plan

※The above content is subject to change without prior notices



## OBJECTIVES



- ➔ Understand the importance of teamwork and the roles of a manager.
- ➔ Know effective teamwork models.
- ➔ Acquire skills for effective cooperation with others in a team.

## TARGET



- ☐ Staff
- ☒ Middle-Management
- ☒ First-line Management
- ☐ Top-Management

## METHOD



**30% theory, 70% practice** through group discussions, presentations, case studies, role-playing, games, etc.



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