



Collaboration

4 Hours

English | Spanish

Leadership

Team Member

Leadership Course | Team Member Course

Organizations today require individual contributors to be adept at handling workplace demands such as increased productivity, improved work quality, reduced turn time, decreased costs, and excellent customer service experiences. These business objectives require everyone at all levels of the organization to be expert communicators. Not everyone is an effective communicator. Leaders and team members alike must be able to communicate across all levels, while collaborating towards success. Using the right words, body language, and listening skills must be the standards and best practices that everyone within an organization must have and use.

In this course, individuals learn practical tools that may be applied on a daily basis to ensure a collaborative and respectful environment that will build more cohesive teams that will impact the bottom line through more positive employee and customer interactions.

This course will enable participants to. . .

- Intentionally send the right message verbally or visually.
- Creating helpful relationships that boost morale.
- Become more aware of how body language and non-verbal cues affect their interactions and the results they receive.
- Become better listeners.
- Have better workplace interactions and relationships because small differences are avoided so they do not become larger issues that impact more than two individuals.
- Have more respectful and collaborative interactions.
- Create clear and uncomplicated emails eliminating confusion, conflict and lost productivity.