

play

add to my plan

job aids/skillbriefs

### Overview/description

"what we've got here is a failure to communicate." could the captain in cool hand luke have been talking about your project team? Failure to communicate is a common problem on teams. Communication takes effort. It also takes empathy, understanding, listening, openness, honesty, integrity, and trust. Open communication begins on a foundation of trust. Teammates must know and trust one another to feel comfortable expressing their opinions. Project teams rely on the participation, input, and opinions of all team participants. Learning to speak up and encouraging others to open up are important to a team's communication. Giving and receiving feedback gracefully is another critical part of good communication on a project team. Without effective feedback, little will be accomplished. Good communication on a team doesn't just happen. In project team communication skills, you'll learn ways to get your team talking, to listen effectively, and to provide and receive feedback.

### Target audience

project team members, project team leaders, team members, team leaders, junior executives, staff members

### Expected duration

3 hours

### Lesson objectives

#### Getting to know you

- recognize the importance of developing relationships with teammates.
- match personality types with their traits.
- identify methods for teams to develop rapport and trust.
- choose guidelines for resolving conflicts with team members.

#### Voicing opinions

- recognize the importance of getting all opinions on a project team.
- identify tips for assertive self-expression.
- choose methods to encourage others to speak up.
- select tips for encouraging self-disclosure.

#### Feedback

- recognize the benefits of developing skills for sending and receiving feedback.
- select guidelines for providing feedback.
- choose tips for receiving feedback.
- select strategies for understanding the real message behind nonverbal communication.

#### Getting the message

- recognize the benefits of developing skills in receiving messages.
- identify steps in supportive listening.
- choose tips for developing skills in comprehensive listening.
- identify strategies for clearing up distortions in communication.

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### job aids

-  [resolving conflicts with team members](#)
-  [tips for opening up communication](#)

### Skillbriefs

-  [the four personality types](#)
-  [building rapport and trust on project teams](#)
-  [managing conflicts in project teams](#)
-  [how to express yourself assertively](#)
-  [helping teammates express their views](#)
-  [encouraging self-disclosure in project teams](#)
-  [providing feedback to project team members](#)
-  [guidelines for receiving feedback](#)
-  [the nonverbal components of feedback](#)
-  [how to become a supportive listener](#)
-  [developing skills in comprehensive listening](#)
-  [avoiding communication distortions](#)