

**Duration**     **3 days**

## **Overview**

This Award looks at team roles, what makes a team work well, and how to build relationships and deal with conflict in the team. The learner also identifies their own strengths and weaknesses to help them perform better in their role.

Benefits for individuals:

- A solid understanding of teamwork and what makes a good team
- Tools to analyse and improve their own performance
- Know how to resolve conflict in their team
- Communicate clearly and confidently; understand and resolve barriers to communication.

Benefits for employers:

- Capable, well-equipped teams who work well together
- Effective communication, inside and outside the team
- Improved personal accountability and motivation.

## **Recommended for**

The Level 2 Award in Effective Team Member Skills is ideal for individuals who have just joined a new organisation or team. It is also suitable for learners going for promotion to team leader – helping to prove the skills and knowledge necessary for the challenge.

The course leads to a nationally accredited qualification.



## Objectives

At the end of the training the delegate will be able to successfully:

- Explain what is meant by teams and teamwork
- Identify the importance of communication within a team
- Confidently deal with conflict in a Team
- Review own performance as a team member

using the documentation and support provided.

## Modules covered in this course

### **8003-230 Developing Yourself as an Effective Team Member**

- Explain the difference between a group and a team
- Describe how a group becomes a team
- Outline the characteristics of a good team
- List the advantages of working in a team
- Explain why it is important for people working in teams to be able to communicate with each other
- Give examples of barriers to communication that may prevent a team from working effectively
- Give examples of behaviours that could cause conflict in a team
- Outline some thing a team member can do to reduce one of these examples of conflict
- Identify own strengths and weakness as a team member
- Identify ways to improve own ability to function effectively in a team



## Schedule

The course will be delivered as follows:

- Induction – ½ day  
Introduction to the course; the ILM; delegates' own hopes and expectations; study skills
- 8003-230 – 2 days (3 credits)
- Assignment Task workshop – 2 hrs  
Delegates should bring their draft assignment and questions and will receive tutor assistance in bringing this to an appropriate level for submission. An additional 1 hour per delegate will be included for individual telephone or face-to-face discussion during the course of the programme.

## Timetable

- We will run these courses 2-3 times per year each over approximately 6-8 weeks allowing time for consolidation and assessment etc.
- Final dates will be agreed when all delegates have registered.

## Cost

Total cost of the course is £450 plus VAT per delegate.

This includes:

- Registration with ILM for course and module assessments
- Study membership of the ILM for 6 months
- Courseware
- Individual support as described above