



**Management & Leadership**  
Executives, Managers & Team  
Members

## Team Building through Communication

Communicating Effectively within a Group

**Want to insure your organization's success? Build better communications. Most of us are good at small talk, but when it comes to contentious issues, strong feelings, or conflicting needs, our defense mechanisms take over and communication crashes. We resist, avoid, bully, lose patience, trust evaporates, and so does the motivation to work together. We can learn to face these issues and become better at approaching difficult conversations. We can do it while building trust, using collaborative problem solving skills, and creating teamwork. We can even have a good time teambuilding.**

### RELATED WORKSHOPS

Communicating Through Difficult  
Conversations

Negotiating for Success

Working with Difficult People

Problem Solving and Decision Making

Leading Effective Meetings

Communication for Managers and  
Leaders

### WHAT'S THE WORKSHOP ABOUT?

This interactive workshop teaches participants techniques that help them communicate, listen, learn, lead, and work better in teams. Participants learn non-threatening acting techniques to help them work through different roles within a team whether it is a leadership or participant role. Alan uses practical examples, scenario plays, and case studies to get participants to apply these strategies, breakdown defenses, and work through difficult conversations to build strong teamwork. Participants reinforce their communication skills while developing and practicing new skills, concepts, and techniques.

### WHAT WILL BE MY RESULTS?

- Solve problems and conflicts without manager intervention
- Effectively work together as a team
- Communicate clearly with each other about their needs
- Gain confidence to speak what is on their mind
- Build trust and commitment to work through difficult problems
- Reduce anxiety when work on group projects
- Reduce conflict by defining roles and responsibilities

### WHAT WILL I LEARN?

At the end of this workshop, participants will be able to:

- Identify the types of communication and the settings that affect their team
- Recognize different communication styles
- Learn the skills to work with people whose communication styles are different than theirs
- Use the communication process to set and achieve goals within the team
- Recognize barriers to communication and specific ways to break them down
- Identify non-verbal behavior that helps or hinders on-the-job effectiveness
- Learn assertiveness without creating conflict
- Clearly define roles and responsibilities

### IS THIS WORKSHOP CUSTOMIZABLE?

Customizable, 2 to 14 hours

Ovson Communications customizes all workshops to address the specific needs, time constraints, difficult issues, communication challenges, and personnel attending of the organization. Before any workshop, Ovson Communications assesses the current environment, key personnel, and pertinent issues. From this assessment, Ovson Communications tailors a workshop specifically suited to the organization.