

Communicating in Teams and Mastering Listening and Nonverbal Communication Skills

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Improving Your Performance in Teams

Formal	Informal
Permanent Committees	Task Forces and Problem-Solving Teams
<ul style="list-style-type: none">•Plan strategy•Review results•Handle employee issues	<ul style="list-style-type: none">•Solve problems•Handle specific issues•Encourage participation

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Overview of Teams

Advantages	Disadvantages
Increased Information	Groupthink
Diversity of Views	Hidden Agendas
Acceptance of Solutions	Free Riders
Levels of Performance	High Costs

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Effective Teams



- ✓ Clear objective
- ✓ Sense of purpose
- ✓ Open communication
- ✓ Shared decision making
- ✓ Creative thinking
- ✓ Conflict resolution

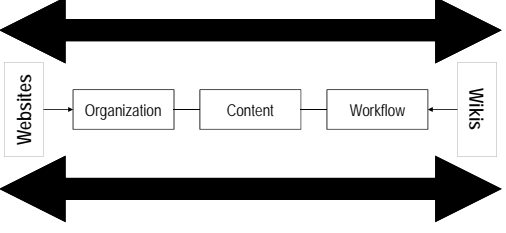
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Collaborative Writing

Select Members	Clarify Processes
Agree on Goals	Avoid Group Writing
Take Time to Bond	Ensure Compatibility
Clarify Responsibilities	Check Progress Often

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Collaborative Writing Technologies




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graph LR
    Websites[Websites] --> Organization[Organization]
    Organization --> Content[Content]
    Content --> Workflow[Workflow]
    Workflow --> Wikis[Wikis]
    
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Group Dynamics

Team Roles	
Team Development	
Conflict & Resistance	

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Assuming Team Roles

Self-Oriented	Group-Maintenance	Task-Oriented
Controlling and Diverting	Encouraging	Initiating and Coordinating
Withdrawing	Harmonizing	Seeking Information
Seeking Attention	Compromising	Setting Procedures

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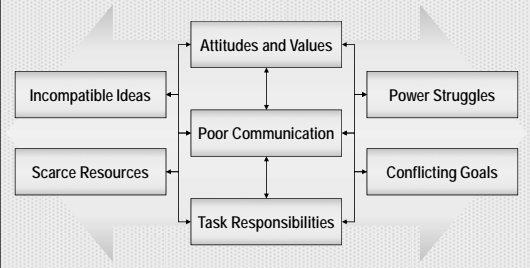
Allowing for Team Evolution

1. Orientation
2. Conflict
3. Brainstorming
4. Emergence
5. Reinforcement



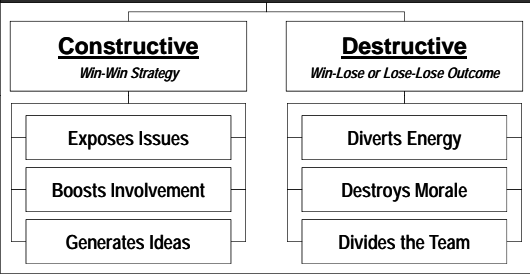
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Sources of Team Conflict



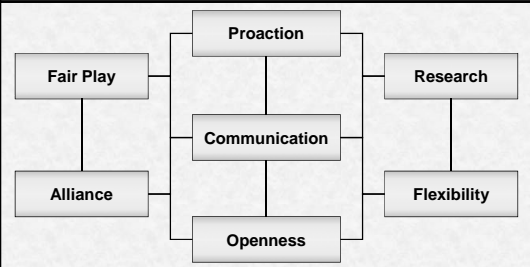
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Types of Team Conflict



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Resolving Team Conflict



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Overcoming Resistance

Express Understanding	
Uncover Resistance	
Evaluate Objections	
Withhold Arguments	

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Productive Meetings

	Preparation
	Efficiency
	Technology

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Preparing for Meetings

Purpose	Participants
Time and Place	Agenda

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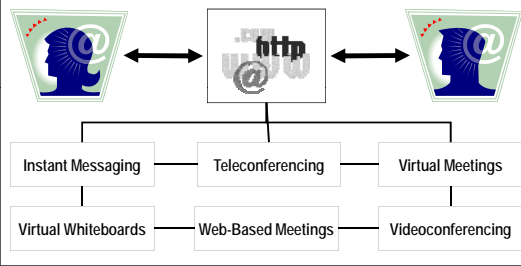
Leading and Participating



- ✓ Stay on track
- ✓ Follow the rules
- ✓ Invite participation
- ✓ Participate actively
- ✓ Close effectively

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Meeting Technologies



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Improving Listening Skills



- ✓ Strengthen relationships
- ✓ Speed product delivery
- ✓ Highlight opportunities
- ✓ Support diversity
- ✓ Promote trust
- ✓ Enhance performance

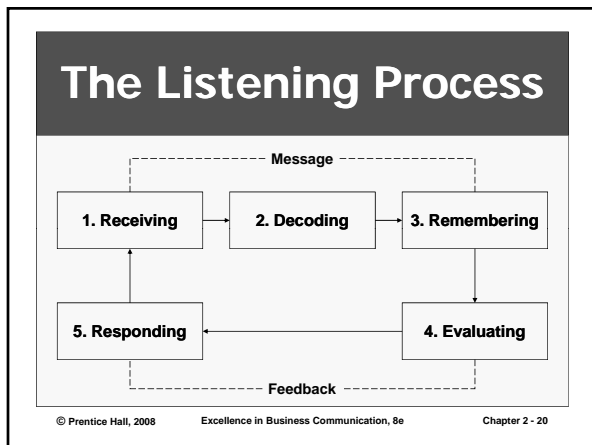
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Types of Listening



Content
Critical
Empathetic
Active

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Barriers to Listening

Physical Reception	Selective Listening	Prejudgment or Defensiveness
Selective Perception	Little Common Ground	Memory Problems

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Nonverbal Communication

	Complement Verbal Language
	Reveal Hidden Meanings
	Convey Information Efficiently

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Recognizing Nonverbal Communication

Facial Expressions	Gestures and Posture	Vocal Characteristics
Personal Appearance	Touching Behavior	Time and Space


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Maximizing Nonverbal Communication

- **Note facial expressions**
- **Watch gestures and postures**
- **Listen for vocal characteristics**
- **Recognize physical appearance**
- **Be careful with physical contact**
- **Observe use of time and space**

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Practice Business Etiquette




In the Workplace

In Social Settings

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Etiquette in the Workplace



First Impressions

Personal Appearance

A Genuine Smile

Telephone Skills

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Etiquette in Social Settings

First Impressions	Personal Introductions	
Dining Etiquette	Misuse of Mobile Phones	Inappropriate Topics

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