

**Working in a Diverse Work Environment.** Join this course to understand the 5 stages of team development and the importance of adopting different communication styles to improve team collaboration.

## Course Description

This course brings an insight on the 5 stages any team will go through from the start and the key characteristics of a high performing team. It also provides an insight on the importance of diversity in the healthcare industry and how one can adopt the different communication styles to improve team collaboration to increase organizational performance.

### Learning Outcomes/Objectives

At the end of the course, participants should be able to:

1. Understand the 5 stages of team development
2. Describe what it takes to have a high performing team
3. Recognize the importance of diversity in the healthcare industry
4. Adopt the different communication styles to improve team collaboration for each of the stages of team development

## Target Audience

Support Care Staff, Allied Health Professional, Corporate Services Staff

## Course Time

19 Apr 2021, 2pm - 6pm

**Course Fee:** \$133.75 (Including GST) Prevaling course fee subsidy at 90% for Singaporeans/PRs and 45% for Work Pass Holders working in eligible community care organisations.

## Trainers' Profile

**Carol Hoon** has over 20 years of professional experience, specializing in areas of Learning & Development, Positive Psychology and Coaching. She is also a Certified Emotional Intelligence Practitioner by Genos International and a Senior Assessor with the Enterprise Singapore Business Excellence. She holds a Master of Science in Human Resource Management & Development.


## Training Methodology

Facilitated classroom training, small group discussions, skills practice



## Course Outline

1. What is a Team and Stages of Team Development
2. Key expectations of working as a Team
3. Characteristics of a Performing Team
4. Team Building Activities - An Experiential Approach
5. Improving Team Communications and Collaboration in a Diverse Work Environment

### Venue

 Zoom online platform

### Enquiries

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