

## Working Together Effectively/Collaborative Team Process (WTE/CTP)

### COURSE NUMBER    **FAA01255**

For information about this course, contact:  
 FAA Program Manager: Shepherd Curl  
 (386) 446-7132

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### DESCRIPTION AND LEARNING STRATEGY

The *Working Together Effectively using Collaborative Team Processes* (WTE/CTP) course is designed to enhance the collaborative skills of work team members. This 4½-day course focuses on the attitudes, strategies, and tools needed for effective communication and teamwork. Participants will also learn to define team problems, analyze causes and potential solutions, reach collaborative decisions, and manage conflict situations appropriately.

The course uses interactive lecturettes and class discussions, case studies, structured experiences, and style preference instruments. Significant time is also spent in workshop skill practices where real team issues are addressed using the skills and tools provided.

### OBJECTIVES

- Enhance trust and mutual respect among team members.
- Apply collaborative communication techniques to team activities.
- Promote active involvement in accomplishing team goals.
- Give and receive feedback in a manner which enhances individual and team productivity and product quality.
- Identify team problems and apply problem-solving methods.
- Apply decision-making techniques to team problems.
- Define individual and/or team conflict situations and apply appropriate conflict management strategies.

### RELATED COMPETENCIES

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|-------------------------------------|---|
| • Agility                           | • Communication                         |
| • Building Alliances                | • Developing Talent                     |
| • Building Teamwork and Cooperation | • Interpersonal Relations and Influence |
| • Building a Model EEO Program      | • Problem Solving                       |

### CLASS SIZE

24 participants

**LENGTH**    4½ days  
 (Monday, 8:00 a.m. –  
 Friday, 12:00 noon)  
 36 hours

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

### WHO SHOULD ATTEND

Work team members

### ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Managing Change  
 (FAA01306)  
 Systems Thinking  
 (FAA01277)  
 Working Styles and  
 Team Effectiveness  
 (FAA01282)