

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

COURSE NUMBER **FAA01255**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

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 (386) 446-7154.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Leading Organizational Change (FAA01200016)
 Systems Thinking (FAA01277)
 Working Styles and Team Effectiveness (FAA01282)