



KeyTrain® Teamwork

Course Objectives, Outlines and Estimated Times of Completion

Teamwork Course Description:

KeyTrain's Teamwork course teaches the skill of participating as part of a team in the workplace. Lessons concentrate on the ability to deal with one problem in simple work situations in which the goals and consequences are clear; problems are easily recognizable and the resources necessary to solve the problem are readily available. Examples and situations focus on applying problem-solving skills in real-world situations. The program uses a variety of interactive exercises so that the learner can practice each concept. KeyTrain courses are comprehensive and easy-to-use. A full human-voice sound track and immediate feedback aid learning.

Teamwork Level 3 Course Objectives:

The learner shall: write personal, workplace, and team goals; work together to accomplish goals; accept team goals and share responsibility for completing assignments; consider consequences of not accomplishing goals; evaluate performance based on goals. Recognize sources of potential problems; define "team" terms. Given a workplace situation, identify the problem; overcome obstacles in work performance. Recognize situations that require perseverance and the benefits of persevering; consider yourself a part of the group; understand the responsibilities of being a member of the group. Maintain a positive attitude in the workplace; relate how attitude affects performance; generate confidence from co-workers by acting in a trustworthy and dependable manner. Build good relationships with peers; increase communication, coordination, and efficiency; complete tasks too large for one person to do by working as a team, build and sustain more positive feelings about work and the workplace; take advantage of diversity in the workforce; goals; be sensitive to customers; understand that teams help to gain skill and knowledge and increase self esteem.

Teamwork Level 3 Course Outline:

Introduction; Goal Recognition (individual goals and goal statements); Recognizing Workplace Goals (establishing what needs to be done, responsibilities, and constraints); Team Goals (accepting and benefiting from team goals); Problem Identification; Perseverance; Membership (benefits and responsibilities of being a part of a team); Positive Attitude; Trust & Dependability; Quiz (affirms course content)

Teamwork Level 4 Course Objectives:

The learner shall: support the team while contributing to work performance; recognize and accept goals; organize the sub-task in logical and timely order; schedule resources to achieve goals; manage time to accomplish tasks; think creatively relative to interpersonal relationships and achieving goals; commit to quality and be sensitive to customers needs. Relate appropriately to team members; follow directions; respect co-workers, supervisors and underlings; appreciate diversity; maintain positive working relationships. Build and maintain good relationships; create trust, dependability and respect.

Teamwork Level 4 Course Outline:

Introduction; Prioritization and Time Management; Creative Thinking; commitment to Quality; Customer Sensitivity; Respect; Appreciation of Diversity; Quiz (affirms course content)

Teamwork Level 5 Course Objectives:

The learner shall: act in a manner to best support the team and contribute to job performance; analyze consequences; create and revise goals; design procedures; build and maintain good relationships; exhibit leadership, group management skills, and assertiveness. Think critically; solve problems by demonstrating an interest and desire to find a suitable solution; determine the best way to perform a task when several different methods exist; consider the impact on the team members and the business goal when making decisions or choosing solutions; share a common goal. Distribute the leadership function among team members; delegate tasks considering abilities, schedules, and priorities. See leadership as a natural progression; rate their leadership skills; direct, coach, support and delegate in work duties; understand leadership styles and roles; consider leadership behaviors, methods, and skills. Empower team members in decision making; develop confidence in team members; demonstrate ambition, motivation, drive, and energy in personal habits and in performing workplace tasks; demonstrate assertiveness by explaining personal convictions; differentiate between assertive and aggressive behavior display enthusiasm about accomplishing team goals; deal with competing concerns among team members.

Teamwork Level 5 Course Outline:

Introduction; Decision Making; Delegation; Leadership; Empowerment; Initiative; Assertiveness; Quiz (affirms course content)

Teamwork Level 6 Course Objectives:

The learner shall: analyze consequences; create and revise goals; deal with multiple goals in the team, incompatible goals or changing goals; define or revise the team's goal to achieve the business purpose. Overcome obstacles, such as quality and quantity of materials, equipment, time, and other resources; design procedures; emphasize lateral thinking; actively participate in networking by presenting ideas and summarizing available information; demonstrate movement from the process skills of managing tasks in order to accomplish the goal, to the more visionary skills of creating and revising the goal. Identify and organize details necessary to complete tasks; use divergent and convergent thinking skills in evaluating problems. Identify and modify the focus of team activity; demonstrate integration and synthesis skills including: delegate tasks; empower team members; manage time; persevere; maintain a positive attitude; respect coworkers; appreciate diversity in the team. Monitor, intervene, and upgrade to improve performance; openly communicate among the team and actively listen; assume roles necessary for task performance and avoid self-centered roles; identify different task, relationship, and self-centered roles among team members; resolve problems created by differences of opinions; diffuse resentment, maintain perspective and negotiate resolutions; identify different types of team conflict; differentiate between constructive and destructive conflicts and resolutions; identify different conflict styles. Use a consensus decision-making process; stress cooperation over competition; support team decisions; recommend solutions to resolve conflicts.

Teamwork Level 6 Course Outline:

Introduction; Structuring/Process Planning; Goal Creation & Revision; Integrations/Synthesis; Role Flexibility; Conflict Resolution; Cohesiveness; Quiz (affirms course content)

Teamwork Estimated Time of Completion:

Note: Although KeyTrain courses are delivered as an entire course with all Levels we are providing Level completion times.

Course Name	Section Title	Estimated Time of Completion
KeyTrain Teamwork	Introduction and Work Keys Introduction	1 hour
KeyTrain Teamwork	Pre-Test	1 hour
KeyTrain Teamwork	Level 3	8 hours
KeyTrain Teamwork	Level 4	8 hours
KeyTrain Teamwork	Level 5	8 hours
KeyTrain Teamwork	Level 6	8 hours