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TEAMWORK AND COLLABORATION

COURSE CURRICULUM

8	4 hrs	Instructor-Led	None
MODULES	TOTAL HOURS	DELIVERY METHOD	PREREQUISITES

TEAMWORK AND COLLABORATION CURRICULUM — **MODULES 1 – 4**

MODULE 1 — Welcome & Team Experience Check-in

00:00 – 00:15 · 15 min

Objective: Reflect on what great and poor teams looked like in previous roles

- Session objectives and ground rules
- Traits of high- and low-performing teams from past experience
- **HANDS-ON:** Best Team / Worst Team: pairs list 3 traits of each. Share on a board and spot the common themes
- **TAKEAWAY:** Group's 'team success factors' list

MODULE 2 — Team Dynamics & Stages (Tuckman)

00:15 – 00:40 · 25 min

Objective: Diagnose the current stage of a team and choose suitable actions

- Forming, Storming, Norming, Performing
- Diagnosing a team's current stage
- Joining a team already in motion
- **HANDS-ON:** Stage Mapping: participants place their current/previous team on the Tuckman curve and name one action to move it forward
- **TAKEAWAY:** Annotated team-stage map

MODULE 3 — Team Roles & Strengths (Belbin-style)

00:40 – 01:15 · 35 min

Objective: Identify preferred team roles and how to balance a team

- Preferred team roles
- Complementing others' strengths
- Balancing a team and covering gaps
- **HANDS-ON:** Role Card Sort: each person picks top 3 and bottom 2 roles, then forms a balanced team of 5. Teams explain what is missing and how to compensate
- **TAKEAWAY:** Personal team-role profile; team balance analysis

MODULE 4 — Hands-on Challenge: Build Under Constraints

01:25 – 02:05 · 40 min

Objective: Experience collaboration, communication and role clarity under pressure

- Planning, roles and decision making under time pressure
- Observation and structured debrief (What / So what / Now what)
- **HANDS-ON:** Teams of 4-5 plan and build; a silent observer per team records who led, who was ignored, how decisions were made. Debrief with 'What happened / So what / Now what'
- **TAKEAWAY:** Observations on decision making, roles and trust

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TEAMWORK AND COLLABORATION CURRICULUM		MODULES 5 – 8
MODULE 5	**Trust, Psychological Safety & Conflict** 02:05 – 02:40 · 35 min	*Objective: Build safety to speak up; handle disagreement using conflict styles* • Building trust and psychological safety • Conflict styles (Thomas-Kilmann) • Constructive disagreement • **HANDS-ON:** Conflict Scenario Role-play: 4 scenarios (e.g. two members dispute ownership; a peer misses commitments repeatedly). Pairs play, then swap; debrief on style used and its effect • **TAKEAWAY:** Own conflict style + one new response to try
MODULE 6	**Cross-functional & Remote Collaboration** 02:40 – 03:10 · 30 min	*Objective: Clarify who does what and agree on how the team works across functions/locations* • RACI model • Role clarity and ownership • Hybrid / remote collaboration norms • **HANDS-ON:** RACI Build: teams take a real or sample project (e.g. onboard a client), draw up a RACI for 8 activities, find gaps and overlaps, then swap with another team for review • **TAKEAWAY:** Completed RACI for a project
MODULE 7	**Capstone: Team Working Agreement** 03:10 – 03:45 · 35 min	*Objective: Co-create a charter for working together* • Team charter: purpose, roles, communication rhythm, decision rules, conflict protocol • Peer feedback and refinement • **HANDS-ON:** Charter Build and Gallery Walk: teams display charters, others add sticky-note feedback ('Keep / Clarify / Add'), teams refine • **TAKEAWAY:** Team Collaboration Charter (take-home)
MODULE 8	**Reflection & Close** 03:45 – 04:00 · 15 min	*Objective: Commit to one collaboration behaviour* • Key takeaways • Personal collaboration commitments (1-1-1) • 30-day follow-up plan • **HANDS-ON:** 1-1-1 Commitment: 1 thing I'll start, 1 thing I'll stop, 1 thing I'll ask of my team; share with a buddy • **TAKEAWAY:** Personal collaboration commitments

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COURSE DETAILS	
Learning Outcomes	• Recognise team development stages and how to move a team forward • Identify own team role and complement others' strengths • Build trust and psychological safety; resolve conflict constructively • Clarify roles and ownership in cross-functional work using RACI • Co-create a team working agreement that fits their new team
Signature Hands-on Activities	• Marshmallow-style build challenge • Conflict role-plays • RACI build • Team Charter gallery walk
Target Audience	Lateral hires (typically 3-15 years of experience) joining from other organisations. Cohort size 15-25, in groups of 4-5.
Delivery Method	Facilitator-led workshop, in-person or live virtual; approx. 30% input and 70% hands-on practice
Course Duration	4 hrs
Prerequisites	None
Recommended Training	Batch size: 15-25 participants 1 facilitator + 1 co-facilitator/observer for role-play-heavy modules
Core Frameworks / Tools	Tuckman, Belbin-style roles, Thomas-Kilmann, RACI
Assessment & Reinforcement	**Pre-work:** Short reflection: 'Describe a time a team you were on struggled to collaborate. What was your role?' **In-session assessment:** Observer notes in the build challenge; peer feedback on charter quality **Post-session (Day 30):** Peer pulse survey (5 questions) from new team on collaboration behaviours; manager check-in
Facilitator Tips	• Mix teams so that people from different previous companies work together; it exposes differing norms • Do not let the build challenge end at 'who won'; the debrief is the learning • Observers are the most under-used asset; brief them well