



# THE WORK OF TEAMS

How Stronger Synergy Will Change the Way You Collaborate

*The Work of Teams is a training and personalized learning experience that connects unique collaborative requirements to real world demands.*



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# THE WORK OF TEAMS

## CLASSROOM TEAMWORK TRAINING

The Work of Teams brings together highly relevant topics and skillsets to provide participants with an actionable path toward more effective teamwork.

With one unified model of teamwork, participants understand their own workplace and collaborative styles and how their tendencies influence their effectiveness in yielding quality results for their team and organization.

During the training course, all the participants will take three online workplace assessments to provide them with highly customized and targeted learning experiences. The DISC® Workplace, DISC® Productive Conflict, and Communication Profile assessments will reveal to each their strengths and areas for improvement when working with others.

The course will be broken down into six modules that focus on best teamwork practices.

### **THE COURSE WILL INCLUDE:**

- 24 hours of face-to-face teamwork training
- A 20-page, personalized DISC® Workplace profile report
- A 23-page, personalized DISC® Productive Conflict profile report
- An online communication assessment with a 14-page profile report
- Context-specific feedback based on assessments
- Assessment of individual priorities, motivators, and stressors
- Facilitation of the modules with the team
- Development steps along with helpful case-in-point narratives
- Course materials that promote participants' engagement and learning
- Customized tips and strategies for improving teamwork effectiveness
- Follow-up resources to create a personalized team learning experience

# COURSE OUTLINE

## MODULE 1

4 HOURS

Your DiSC®  
Work Style

The program kicks off with a powerful assessment participants will use to understand themselves and others, while learning to appreciate different priorities, preferences, and values people bring to the workplace. Participants receive actionable strategies on how to adapt to the style of others, improving engagement and collaboration.

### LEARNING OUTCOMES:

- Gain insights into one's own behaviors and those of others.
- Explore the priorities that drive one's collaboration style.
- Understand and appreciate the work styles of others.
- Learn how to communicate more effectively.
- Create strategies for overcoming challenges when working with people of different styles.

## MODULE 2

4 HOURS

Trust in Healthy  
Teams

A high level of trust is an essential asset to any high-performance team. It fosters collaboration, deepens teamwork, helps overcome conflict and drives engagement. Trust is what people most want and need at work to be efficient, do their best, and work together.

### LEARNING OUTCOMES:

- Learn about the three elements of trust.
- Discover the crucial differences between predictability-based trust and vulnerability-based trust.
- Practice being vulnerable in a safe environment.
- Explore ways that you can build trust quickly together as a team.
- Develop a personal action plan to build more trust with others and within the organization.

## MODULE 3

4 HOURS

Your  
Communication  
Style

The essence of relationships is communication. It is through communication that people share information, make decisions, solve problems, and accomplish day-to-day tasks. This module will focus on how participants can communicate well together. Participants take an assessment to evaluate their communication style.

### LEARNING OUTCOMES:

- Learn to apply core principles in various communication settings.
- Assess one's main style, explore the implications, and learn to adapt depending on the situation.
- Appreciate how the transactional model works and how to leverage it.
- Practice overcoming communication barriers.
- Assess one's listening skills and learn how to ask powerful questions.
- Interact with colleagues by practicing empathy, active listening, understanding individual values, and deepening relationships.

# COURSE OUTLINE

## MODULE 4

4 HOURS

Receiving and Giving Feedback

Providing effective feedback is an important part of your role as a member of a team. This module discusses the importance of feedback, outlines the steps needed to receive the feedback appropriately, and provides strategies for ensuring the feedback is constructive and effective.

### LEARNING OUTCOMES:

- Learn what feedback is.
- Discover how open and closed one is to giving and receiving feedback by using a self-assessment tool.
- Learn to both receive and give feedback by applying proven tools and structures.
- Practice receiving and giving feedback.
- Make a personal improvement plan to respond to feedback.

## MODULE 5

4 HOURS

Productive Conflict

This module focuses on improving self-awareness around conflict behaviors. It helps people curb destructive thoughts and behaviors so that conflict can become more productive, improving workplace relationships. Participants take an assessment to evaluate their conflict style. A personalized report is provided and used.

### LEARNING OUTCOMES:

- Better understand elements of personality that have an impact on conflict.
- Appreciate how ways of handling conflict affects the people around them.
- Build a common language around appropriate conflict behaviors.
- Learn about healthy and unhealthy responses and how personal preferences can improve or deteriorate situations.
- Learn interpersonal skills to resolve conflicts positively.
- Acquire strategies to be more productive in the management of conflicts.

## MODULE 6

4 HOURS

Developing Emotional Agility

Every day, we facilitate dozens of interactions with colleagues and clients. In this module, participants will look at effective emotional strategies to deal with others appropriately, in a range of situations. They will learn ways to identify and manage their emotions and the emotions of others so they can enhance their personal and professional effectiveness.

### LEARNING OUTCOMES:

- Understand what emotional intelligence means.
- Describe the science that drives our emotional behavior.
- Understand the different emotions and how to manage them.
- Apply techniques to skillfully manage one's emotions, especially when under pressure or in emotionally charged situations.



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## CLASSROOM TEAMWORK TRAINING

### **HOW LEARNING WILL BE ASSESSED**

Trainees will receive assignments in between modules to complete and reinvest some of the learnings within the teams they are leading. There will be formative assessments such as in-class discussions, group work, self-assessments, two DiSC and one communication online assessments, questionnaires and writing assignments.

### **TRAINING FORMAT AND LENGTH**

The training is delivered in-person, one module at a time, in the span of up to six months. It contains six four-hour modules for a total of 24 hours.

### **TRAINING DATES**

The training dates will be determined with the client and the modules are usually delivered anywhere between 2-6 weeks apart, depending on the availability of all participants.

### **CREDENTIAL**

Each participant will receive a certificate of completion at the end of the program stating that they successfully completed and met the course requirements.

### **PRICING**

The pricing is inclusive of all the costs associated with the full delivery of the training course, as described in the outline above. Please reach out for a formal quote.



# MAXMONT

Maxmont has a couple of wishes: create magical learning that sticks and guide people on a strong path of professional growth.

**FRÉDÉRIK AUDET**, INSTRUCTOR

CREDENTIALS:

Bachelor of Communication | Bachelor of Education | Certificate in Adult Education  
Certified Business Coach | Certified DiSC Facilitator | Certified Working Genius Facilitator