



# Teamwork and Communication Training

# We acknowledge the Traditional Owners of the land

**Breakaway is located on Darkinjung country, which extends from the Hawkesbury River in the south, to Lake Macquarie in the north, from The McDonald River and Wollombi up to Mt Yengo in the west, to the Pacific Ocean in the east, and we wish to acknowledge them as Traditional Owners.**

**We would also like to pay our respects to their Elders, past and present, and to Aboriginal Elders of all nations.**

### By completing this training session you will

- Appreciate the importance of a cooperative and collaborative approach to teamwork.
- Be aware of some of the reasons why teams fail.
- Understand the process of communication, and grasp the value of listening as a communication tool.
- Review guidelines for good communication.

**This online training session should take approximately  
35 minutes to complete**

## Our Mission Statement

**Camp Breakaway is a non-profit, charitable organization committed to enhancing the lives of all people with a disability, at the same time allowing respite for families and carers**

**Please take the time to read this  
important document**

## **Link to NDIS Code of Conduct**

<https://www.nwss.org.au/support/wp-content/uploads/NDIS-Code-of-Conduct.pdf>

## Some lessons about teamwork and communication from a flock of geese



## Question #1:

Do you know why migrating geese fly in a 'V' formation?



Please pause on this screen and think about this question before advancing to the next screen.

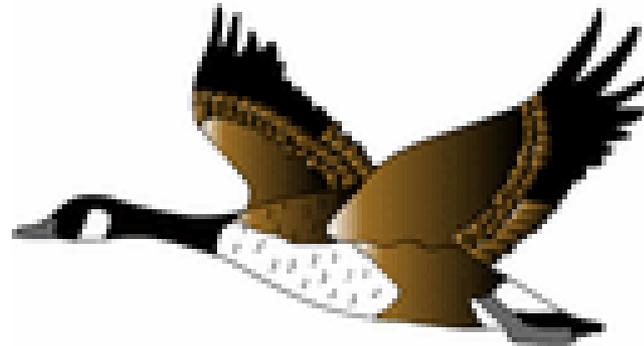
### Fact:

**As geese flap their wings, they create an updraft for the bird following, which reduces air resistance, making it easier for that bird to more easily maintain speed.**

**By flying in a 'V' formation, the whole flock adds about 71% greater flying range than if any single bird was to fly alone.**

## Question #2:

What happens when a goose falls out of formation?



Please pause on this screen and think about this question before advancing to the next screen.

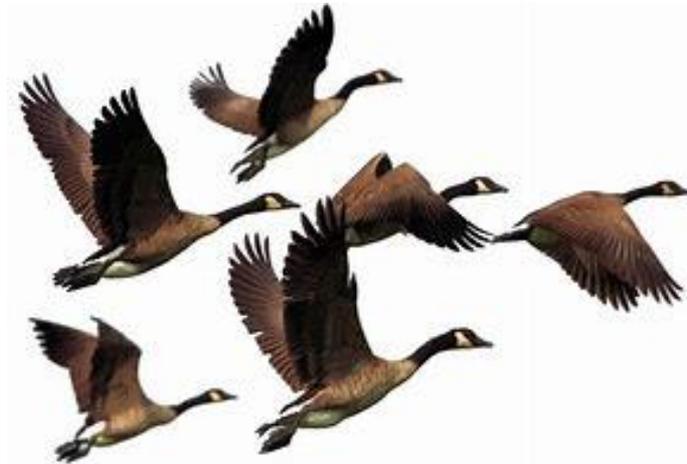
### Fact:

**Whenever a goose falls out of formation, it suddenly feels the drag of air resistance of trying to fly alone and loses speed.**

**It will quickly get back into formation to take advantage of the lifting power of the updraft created by the bird immediately in front.**

### Question #3:

What happens when the lead goose gets tired?



Please pause on this screen and think about this question before advancing to the next screen.

### Fact:

**When the lead goose gets tired, it rotates back into the formation and another goose flies at the point position.**

**This manoeuvre gives the lead goose a rest as it flies with the benefit of the updraft generated by the new leader.**

**It also allows the maintaining of a constant speed for the whole formation, and a constant uplift for all the geese in the formation.**

## Question #4:

Why do geese continually honk when they are flying in formation?



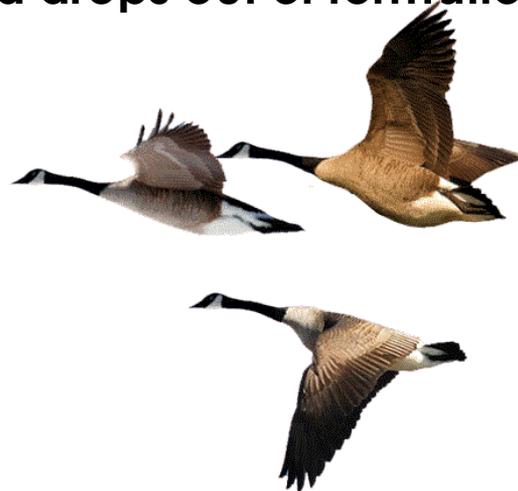
Please pause on this screen and think about this question before advancing to the next screen.

### Fact:

**The geese in the formation honk from behind to encourage those up front to keep up their speed, and to signal their position within the formation.**

## Question #5:

**What happens when a lead goose gets sick or wounded and drops out of formation?**



**Please pause on this screen and think about this question before advancing to the next screen.**

### Fact:

**When a goose gets sick or wounded, or is shot down, two geese drop out of the formation to follow it down to help and protect it.**

**They stay with it until it is able to fly again or dies. They then launch out on their own with another formation, or to catch up with their flock.**

**Two geese drop out so that another small formation can be formed with the three geese to benefit from the aerodynamics of the formation.**

# What we learn about teamwork and communication from the geese

**Acting together, individuals who share a common goal can achieve that goal quicker and easier.**

**Reaching a goal requires accepting other's help and support, and extending your help and support to others.**

**A team is a group of people who are interdependent on each other's skills, capabilities, talents and resources.**

**Constant encouragement and feedback is important.**

**A successful team stands by each other in difficult times, as well as when things are going well.**

## What is a team?

**A group of people working together to achieve a common goal.**



## What is teamwork?

**The ability to cooperate and communicate effectively with others to achieve a common goal.**



## Some key teamwork skills

### **Trust and acceptance**

interpersonal skills you use when working with people

### **Communication**

interrelational skills you use when working with people

### **Collaborative problem-solving**

task-oriented giving and receiving of on point information

### **Conflict resolution**

skills used in working through conflict to clarify purpose, goals and relationships.

- T** - **Talent** (skills and abilities).
- E** - **Enthusiasm** (shared excitement and interest).
- A** - **Adaptability** (flexibility in facing unforeseen roadblocks).
- M** - **Mutual Respect** (valuing everyone's contribution).
- W** - **Working Together** (a common purpose to deliver results).
- O** - **Organised** (clear structure, expectations, roles).
- R** - **Recognition** (continuous encouragement and feedback).
- K** - **Knowledge** (having the required knowledge to achieve results).

## Why teams fail

**Unwillingness of team members to cooperate.**

**Not understanding the common goal of the team.**

**Lack of effective team leadership.**

**Insufficient managerial support of the team.**

**Frustration, leading to loss of motivation within the team.**

**To much internal competition in the team.**

**Refusal of team members to embrace new methods to achieve the goal.**

### Lessons we all need to learn

**Teamwork is crucial for success.**

**Teamwork and communication go hand-in-hand, and both are critical to achieve great results.**

**Teamwork is a journey of continuous improvement.**

**Every team member plays an important role in achieving the team's goals.**

## Qualities of an effective team player

**Reliable**

**Communicative**

**Listener**

**Active participant**

**Shares openly and willingly**

**Cooperative and helpful**

**Flexible**

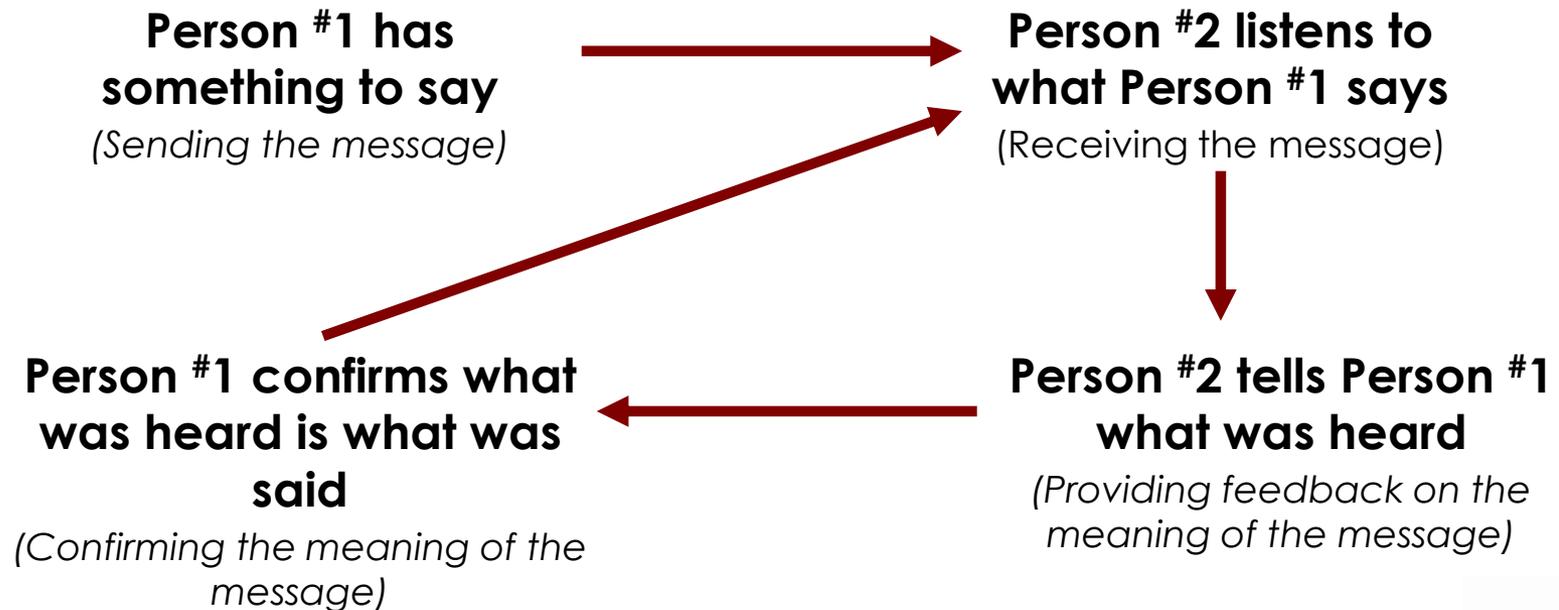
**Committed**

**Respectful and supportive**

**“Talent wins games,  
but teamwork and intelligence  
win championships.”**

**Teamwork  
enhances effectiveness  
and  
improves efficiency.**

## The basics of communication



## The basic communication model

**This is a perfect scenario.**

**Of course, in real life a number of factors affect the sending and receiving of the message.**

**These things include the words used, the tone of voice, the non-verbal signals and other distractions.**

**The feedback phase of the model is important because it gives an opportunity to ensure that the message has been interpreted correctly.**

## What makes up the message you receive?

**55%** → Body language.

**38%** → Tone of voice.

**7%** → Words spoken. \*

\* Source: Mehrabian, *Nonverbal Communication*, New Brunswick (1972)

**Note: Mehrabian states that the percentage figures are generalisations, and do not apply at the stated rate in every single situation. However, his point remains valid; that the actual words used form only a very small part of any communication.**

## Benefits of good communication

**Increases productivity**

**Reduces stress**

**Allows the talker to better understand how to get the message across**

**Allows the listener to better understand what others are saying**

**Enhances relationships**

**Saves time (and money!)**

## Some guidelines for good communication

### **Be specific**

include relevant facts and details.

### **Be accurate**

information should be true and reliable.

### **Be honest**

be truthful to everyone.

### **Be logical**

make sure messages are easy to follow.

Continued ➔

## Some guidelines for good communication

### **Be complete**

provide all needed information.

### **Be concise**

short and to the point.

### **Be relevant**

give needed information only.

### **Ask for feedback**

ask recipients to give their comments.

## Attitudes that enhance communication

### **Caring**

contributes to establishing strong, trusting relationships

### **Acceptance**

a building block for creating a respectful, upbeat workplace culture

### **Objectivity**

deal only with facts and details. Keep an open mind.

### **Commitment**

maintains engagement and dedication to the common goal

## Attitudes that hinder communication

### **Superiority**

exaggerated notions of self-importance alienate co-workers

### **Extreme Rigidity**

stifles flexibility and adaption, and detracts from team achievement

### **Inattention**

saps self-worth from co-workers and kills motivation

### **Stereotyping**

marginalises co-workers on the basis of subjective, non-reliable factors

### What is active listening?

**Active listening is fully concentrating on what is being said, rather than just passively hearing the noise of communication.**

**It is a communication in itself:**

**It says, you are important; your opinion is important; you deserve to be heard; I am listening to you.**

## Why is active listening important?

**It builds strong relationships**

**It ensures effective communication**

**BY**

**Helping you earn the trust of your co-workers**

**Helping you to understand the issue at hand**

**Helping you to better formulate responses/solutions**

**Helping you to defuse conflict**

**Listening isn't just using the ears to collect sounds.**

**Listening involves processing words, sounds, signs, behaviours, facial expressions, body position and tone of voice.**

**It also involves filtering out distractions, noises, and competing tasks to focus on the one single communication event taking place now!**



**Thank you for  
completing this  
online training  
session.**

**Any Questions?**  
*(See following page)*



## For more information

Please visit our website @

[www.breakaway.org.au](http://www.breakaway.org.au)

or visit Facebook @

<https://www.facebook.com/campbreakaway>

or contact Breakaway on

**(02) 4390 7624**

**Please continue to next slide** 

### **Please exit 'Slide Show' mode now**

**Enter your details on the following slide to certify that you have completed this training module.**

**Then print out the completed slide, sign it, and deliver or send it to Breakaway.**

**We will use this information to update your volunteer record in our database to show that you have completed this training module.**

**This completed form is the only evidence that the module has been completed that Breakaway is able to accept.**

## Certification of completion of Module #4: Teamwork and Communication training session

I have read and understand the Camp Breakaway Module 4 & agree to abide by the principles as outlined in this module.

Name: \_\_\_\_\_

Date Completed: \_\_\_\_\_

Signature: \_\_\_\_\_

Please print out this completed form, sign it, and either deliver or send it to Breakaway.

We will use this information to update your volunteer record in our database to show that you have completed this training module.