

# Teamwork and Communication

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## Introduction

How confident are you with other people? Are you a good listener? Can you take constructive criticism? These are common interview questions that are not easy to answer. This course is a unique opportunity to test and develop your teamwork and communication skills. There will be time to carry out realistic group tasks under the watchful eye of a tutor you know and trust. You can try out different roles and even volunteer to lead.

## What will you learn?

By the end of the course you should be able to:

- Understand the roles and responsibilities associated with working in a group
- Interact successfully with group members and staff in a range of contexts
- Demonstrate listening and conversational skills for social interaction
- Be aware of others' rights to communicate within a group situation
- Recognise the importance of co-operation when working in group situations
- Accept and respond to praise and criticism in a variety of ways

## Who is this course aimed at?

Employability courses at Fircroft College are aimed at helping you to enter and succeed in the world of work. They are suitable for anyone who wants to return to work, change jobs or seek promotion. We will show you how to make the most of the experience you have already and how to plan for the future. You can develop the teamwork, customer service and problem solving skills that employers in every sector say they are looking for. We can also help you with your performance in interviews.

## What are the entry requirements? (If applicable)

There are no formal entry requirements for this course. However, this course is most suitable for people without any qualifications at level 2 or above (the equivalent of GCSE grade A-C).

## How is it taught?

Team activities, games and scenarios will challenge you to get your team working and complete tasks together. Be ready to be surprised by your group's creativity and have fun with the activities. Practical activities and discussions will be backed up by information giving ideas on how groups work.

## How will you be assessed?

The Teamwork and Communication course uses a number of different assessment methods including; recording group activities, keeping a learning diary, tutor observation and completing worksheets, as part of the course sessions.

If you have any concerns about your skills or confidence in writing, talking or anything else please talk to the staff in the short course office. They can answer many of your questions or will ask the tutor to get in touch with you before the course starts, to discuss your needs

## What will you achieve?

If you complete the course successfully you will achieve 3 Open College Network (OCN) Credits at Level 1 or 2. The OCN Credits you achieve are part of a national system for recognising and accrediting the learning you have undertaken on this course. Once you

complete this course you can build the number of credits you have achieved by undertaking further short courses as detailed below.

If you successfully complete all seven courses within the Employability Pathway you will achieve an NOCN Progression Certificate, a qualification recognised by all employers.

### **What can you do after this?**

We strongly recommend that you take all seven courses in the Employability Pathway – the other six courses are Personal Career Planning, Customer Service Skills, Problem Solving at Work, Fairness at Work, Building a Personal Career Portfolio and Preparing for a Recruitment Interview.

Following a Pathway will help you get the most out of coming to Fircroft College. What you learn on one course will help you on the next. Your tutor will get to know you better and be able to give you more appropriate support and advice. You will also gain a NOCN Progression Certificate if you successfully complete all seven courses.

### **Who are the tutors?**

This course is run by Helen Thompson.

### **When does it run?**

This is a three day course which includes two nights residency at the College. Courses start at 5.30pm on the first day and finish between 3pm and 4pm on the third day. Please check our website or short course guide for course dates. Alternatively you can contact our Short Course office.

### **Is there a cost?**

This course is free if you are claiming certain types of benefits. Otherwise it is £40. All accommodation, food, teaching & course materials costs are included.

### **How can you apply?**

For more information please contact the short course office on 0121 472 0116 or email [shortcourses@fircroft.ac.uk](mailto:shortcourses@fircroft.ac.uk). You can apply online at [www.fircroft.ac.uk](http://www.fircroft.ac.uk), by post or in person.

