

# TRAINING CURRICULUM

## Unit c) TEAM WORK

# TRANSVERSAL MODEL FOR MIGRANTS

2018-1-FR01-KA202-048007





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## TERMS OF REFERENCE

<b>EQF</b>	The European Qualification Framework is a translation tool that helps understand and compare qualifications awarded in different countries and by different education and training systems, structured in eight levels
<b>EQF level 5</b>	EQF level 5 qualifications are designed to up-skill individuals already in employment and provide them with advanced technical, transversal and/or management skills
<b>Hints</b>	An exhortation to put the learning into practice
<b>Knowledge (level 5)</b>	It is specialised, factual and theoretical knowledge within a field of work or study and an awareness of the boundaries of that knowledge
<b>Learning outcomes</b>	Learning outcomes are statements that describe significant and essential learning to be achieved, and can reliably demonstrate at the end of the training. In the EQF learnings outcome are described in terms of knowledge, skills, responsibility and autonomy
<b>Responsibility and autonomy (level 5)</b>	Means to exercise management and supervision in contexts of work or study activities where there is unpredictable change review and develop performance of self and others
<b>Skills (level 5)</b>	Represents a comprehensive range of cognitive and practical skills required to develop creative solutions to abstract problems





## Unit c) TEAM WORK





<b>UNIT c</b>	<b>TEAM WORK</b>				
<b>HINTS</b>	To understand and perform collective and cooperation settings, taking into account the new forms of business				
<b>LEARNING HOURS</b>	6 hours	<b>TYPE OF TRAINING</b>	Face-to-face	<b>TARGET GROUP</b>	Trainers/Coaches
<b>SUB-UNIT</b>	After completing this module, the migrant's trainers and coaches will be able to ...				
<b>VIRTUAL COLLABORATION</b>	<b>KNOWLEDGE</b>	<b>SKILLS</b>	<b>RESPONSIBILITY AND AUTONOMY</b>		
	<ul style="list-style-type: none"> <li>reflect on ways of virtual collaboration and effective communication</li> <li>describe virtual-media resources, which promote the virtual collaboration process</li> </ul>	<ul style="list-style-type: none"> <li>explore relevant techniques and methods that facilitate the collaboration process, through virtual environments</li> </ul>	<ul style="list-style-type: none"> <li>act in compliance with the needs of others in order to be succeed in virtual collaboration</li> </ul>		
<b>TRAINING RESOURCE</b>	<i>Concepts: Team work glossary</i>	<i>Role play: The power of stereotypes within virtual resources</i>	<i>Tips: Succeed in virtual collaboration and networking</i>		
<b>TIME</b>	<i>30 minutes</i>	<i>90 minutes</i>	<i>60 minutes</i>		
<b>NETWORKING</b>	<b>KNOWLEDGE</b>	<b>SKILLS</b>	<b>RESPONSIBILITY AND AUTONOMY</b>		
	<ul style="list-style-type: none"> <li>recognise importance and the meaning of networking in daily life</li> <li>reflect on how networking techniques offers the opportunity to the members of a team to get to know each other, to feel comfortable and to express themselves</li> </ul>	<ul style="list-style-type: none"> <li>use networking techniques to bond with others and to make them feel more comfortable to express their feelings</li> </ul>	<ul style="list-style-type: none"> <li>connect with others and encourage team communication and sharing of opinions and feelings</li> </ul>		
<b>TRAINING RESOURCE</b>	<i>Concepts: Team work glossary</i>	<i>On-the job training: (un)successful teams</i>	<i>Tips: Succeed in virtual collaboration and networking</i>		
<b>TIME</b>	<i>30 minutes</i>	<i>90 minutes</i>	<i>60 minutes</i>		





**Concepts: Team work glossary**

<b>Communication process</b>	Communication is a term, in which we impart or exchange information by speaking, writing or using some other communication ways. When two or more people are in the same place and are aware of each other's presence, then communication and discussion is taking place.
<b>Communication signs</b>	Communication signs can be words and images or behaviours, as are mental concepts such as metaphors or equations that "stand for" some other perspectives. These signs can be expressed via verbal and non-verbal communication as a use of language in different contexts.
<b>Collaboration</b>	Collaboration it is a term that involves individuals on work together to a common purpose to achieve benefit and an effective coordination between the members of a team.
<b>Collaborative network</b>	The definition of collaborative network focuses on the structure, behaviour, and evolving dynamics of networks of autonomous entities or individuals that collaborate to better achieve common and achievable goals.
<b>Networking</b>	The aim of networking is to develop professional or social contacts by interacting with others.
<b>Non-verbal communication</b>	Non-verbal communication is the sharing of information in a discussion context by using non-linguistic elements. The most common use is the body language signs as a form of communication for transmitting messages to others without using words or spoken-written communication.
<b>Social network theory</b>	Social network theory aims to promote social relationships in terms of transmitting information, channelling personal or media influence, and enabling behavioural change.
<b>Team building</b>	Team building is the process of turning a group into a cohesive team. A team is a group of people organized to work together interdependently and cooperatively to meet the needs of their customers by accomplishing their purpose and goals. The initial goal is to promote the importance of effective communication and collaboration between the members of a group.
<b>Team work skills</b>	The most important skills that need to be applied to a team dynamic are: <ul style="list-style-type: none"> <li>- Organising and planning skills for organizing the tasks that need to be applied to a group setting.</li> <li>- Decision-making for finding effective solutions in a group oriented decision.</li> <li>- Problem-solving agreed by all the members of a team.</li> <li>- Communication skills in order to have an effective and efficient collaboration and communication among the members of a team.</li> <li>- Persuasion and Influencing skills among the group members for having a positive affect between each other.</li> <li>- Feedback skills for evaluating the group decisions.</li> <li>- Conflict resolution for ensuring the balance between the members of the team.</li> </ul>
<b>Verbal communication</b>	Verbal communication is to share information with other people by using words and in general, the verbal elements of communication in order to express themselves in a way that is clear and understandable to others (who have the role of interlocutor). This communication style can be in a spoken or in a written form.
<b>Virtual collaboration</b>	Virtual collaboration is the method of collaboration between virtual team members that is carried out via technology-mediated communication.
<b>Virtual collaboration skills</b>	Special collaborating skills that need to be applied via technological means, in order to succeed and facilitate virtual communication and collaboration among social, professional or personal relationships.





**Role play: The power of stereotypes within virtual resources**

<p><b>Introduction</b></p>	<p>The aim is to promote virtual communication through the members of a team, in order to understand the meaning of being involved in a team and how the different roles inside this team can affect the overall communication between its members by using media-virtual resources. This role-playing activity offers the opportunity to recognize into their selves their personal tactics and mechanisms used for the communication process via a simulation of a virtual context, in which all the members of the team should collaborate in order to set up “their virtual communication rules”.</p>
<p><b>Scenario</b></p>	<p><u>Steps</u></p> <ol style="list-style-type: none"> <li>1. Use chairs and ask from the participants to sit back to back in a circle, without having a personal eye contact to each other. Then, the trainer gives the thematic area for discussion “the importance of setting up the rules of virtual communication” and ask to participants start a virtual simulation, in which we do not use virtual sources, but simulate the virtual procedure. The aim is to prepare them for being able to set up the roles for an efficient virtual communication. Also, although when we use the virtual resources, we have a personal- eye contact with the others, in this case the activity motivates the participants on trying to communicate and to create their own rules in a discussion setting without having contact with each other. In this way, we create a condition that reflects with a metaphoric, but common sense the virtual communication procedure.</li> <li>2. The team has 15 minutes for discussion. Give them the condition: “During the discussion, you will have to prepare-set up the rules for an effective virtual communication”. Also, equip them with pens and A4 papers and DO NOT give them any other instruction. The point here is to find their own communication style and to create their own rules, which have the most positive impact and facilitate the problem solving and the team collaboration among the participants. Also, they have to create a list with “Their virtual communication rules” and to present them to the trainer, as a result of their collaboration-discussion.</li> <li>3. After 15 minutes, the participants should change their seats, by turning of their chairs in a position that everyone can see all the members of the team. Then, ask them to present their “Virtual communication rules”, as agreed by all the members of the group.</li> <li>4. Feedback discussions: <ul style="list-style-type: none"> <li>-How this activity simulates the virtual communication process?</li> <li>-Did you realize the mistakes that you made during the conversation and what do you suggest in order to avoid this communication mistakes that creates difficulties during the process?</li> <li>-How these rules can be applied to a professional context?</li> </ul> </li> </ol>
<p><b>Roles</b></p>	<p>Each participant, should have one specific role regarding the discussion flow. Also, after the agreement of all the team members, there will be one participant, who will take all the notes in order to create the “Virtual communication rules”. Thus, it is up to each group, what roles will be given to the participants and how these roles will contribute to the preparation of these rules.</p>





<b>Reflective questions</b>	<ul style="list-style-type: none"> <li>- Did you understand your role?</li> <li>- Do you believe that your participation affects the discussion flow?</li> <li>- How you treated by others?</li> <li>- How others affected you and in what way?</li> <li>- Do you believe that you will be able to apply this techniques in a professional context?</li> </ul>
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**On-the job training: (un)successful teams**

<b>Introduction</b>	The aim is to promote collaboration and communication through the members of a team, in order to enrich their networking skills.
<b>Work task</b>	<p><u>Steps</u></p> <ol style="list-style-type: none"> <li>1. Separate the members in 2 teams.</li> <li>2. Read the first case study that represent the characteristics of a “successful team and its impact on networking process”:           <p style="margin-left: 40px;"><i>The team members felt that they had a responsibility towards the other members of the team and that the success of the project was based upon each team member’s contribution. Team members were always happy to help peers when they were experiencing difficulties. The team would proactively brainstorm problems individuals team members were having and offer assistance if needed</i></p> </li> <li>3. Read the second case study that represent the characteristics of an “un-successful team and its impact on networking process”:           <p style="margin-left: 40px;"><i>Two team members were highly competitive in this team that negated the development of a synergistic team environment. They were highly focused on their own tasks, and were not interested in helping others who may have been having problems. If others weren’t performing, then the attitude was that peer assessment should be applied, rather than trying to support and help the individual. This caused a lack of team cohesion and cooperation, a feeling of disempowerment, and resulting in the eventual split of the team.</i></p> </li> <li>4. Give to each team 15 minutes, in order to implement the following tasks: Discuss and write in an A3 paper/flipchart the characteristics of each of the 2 teams (the negative and the positive points). Continue the “successful” case study by adding the importance of networking among the members of the team, in order to have an effective communication. In the case of the “un-successful” case study, continue the story by adding information related to how an un-successful team is a result of a “bad” networking or a “bad” communication among its members.</li> <li>5. Each of the teams should represent their results that came up after their group discussion in order to discriminate the successful from an un-successful team and the importance of networking inside a group context.</li> </ol>
<b>Reflective questions</b>	<ul style="list-style-type: none"> <li>- What are the main differences between a successful from an unsuccessful team and its impact on networking process?</li> <li>- How networking can promote the team communication and collaboration among its members?</li> <li>- In what cases the networking applied to a professional context with a positive impact?</li> </ul>





<b>Action plan</b>	<ul style="list-style-type: none"><li>- From your own experience, do you believe that networking can work effectively to achieve problem solving in different conditions?</li><li>- Can you give us an example of a social networking that affect your life in a positive or a negative way?</li><li>- What is the importance and the role of networking in your personal-professional life?</li></ul>
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**Tips: Succeed in virtual collaboration and networking**

Try it	Avoid it
<input checked="" type="checkbox"/> For enriching virtual communication or networking skills, try to be honest and open, in order to build a trustful atmosphere.	<input checked="" type="checkbox"/> For enriching virtual communication or networking skills, avoid to NOT use verbal and visual cues, because it can cause misunderstandings.
<input checked="" type="checkbox"/> Use visual and verbal cues, for becoming more clear and understandable to others.	<input checked="" type="checkbox"/> Avoid body language and facial expressions that express your negative emotions.
<input checked="" type="checkbox"/> Try to ask questions, and encourage everyone to do the same, for making clear that you are all in the same line of common understanding.	<input checked="" type="checkbox"/> One suggestion is that you should not have questions or concerns that are not very clear in your mind.
<input checked="" type="checkbox"/> Try to let others express themselves, their thoughts and concerns.	<input checked="" type="checkbox"/> Avoid to interrupt others or doubt what they are saying.
<input checked="" type="checkbox"/> It is important to keep notes during the discussion process, in order to remind you what you discussed.	<input checked="" type="checkbox"/> Avoid to be critical to the beneficiaries' demands and perspectives.
<input checked="" type="checkbox"/> Be open to listen and learn more things from others and try to accept and appreciate their perspective.	<input checked="" type="checkbox"/> Avoid to deal with anything or anyone else, while the others speak to you, because they will maybe think that you are not listening them.
<input checked="" type="checkbox"/> Try to involve all the members of your team in order to take an important decision that will benefit all of you.	<input checked="" type="checkbox"/> Do not take initiatives or decisions without the approval of others.





# TRANSVERSAL PROJECT FOR MIGRANTS



Erasmus +

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