

This course covers the key skills and attributes that contribute to personal and professional impact as an individual within a high performing team. Delegates study how effective teams perform, the ways in which they communicate and the practices that allow focus and openness without creating conflict or miscommunication.

For all dates and venues, see [here](#) or call **0800 619 1230**

This course can be taken individually or as the module that leads to the ILM Level 2 Award in Effective Team Member Skills.



9:00 – 9:30	Delegate registration, refreshments, networking opportunity	
9:30 – 9:50	Welcome, overview and introduction to the programme	
9:50 – 11:15	<ul style="list-style-type: none"> Identifying the difference between those who make an impact and those who don't Exploring self-awareness around personal impact and how others might perceive us 	<ul style="list-style-type: none"> Exploring key elements involved in high impact teams Translating theory into reality – examples of success! <p><i>The first session of the day will help delegates to understand the key elements and factors at play with high performing people and teams. Delegates will have the opportunity to reflect upon their personal impact and that of their team, and how it can be modified for maximum impact.</i></p>
11:15 – 11:30	Break and networking opportunity	
11:30 – 13:00	<ul style="list-style-type: none"> Developing conflict management strategies to deal with challenging individuals <p><i>During this session delegates will explore some of the characteristics that can lead to conflict, identify the traits that they find most difficult to deal with and develop strategies and tactics for managing these situations more effectively.</i></p>	<ul style="list-style-type: none"> Identifying different character profiles – signs to look out for and how to interact with them
13:00 – 14:00	Lunch	
14:00 – 15:15	<ul style="list-style-type: none"> The negotiation challenge – putting skills into practice The Johari Window – the importance of disclosure and feedback <p><i>In this session delegates will take part in a negotiation challenge and consider how to increase the value they bring. They will then consider how to improve their performance, identify personal goals and achieve success.</i></p>	<ul style="list-style-type: none"> Negotiation de-brief – analysis and group feedback The key skills of personal success - assessing own performance to enhance personal impact
15:15 – 15:30	Break and networking opportunity	
15:30 – 16:30	<ul style="list-style-type: none"> Case study – the recipe for success Creating the right environment <p><i>The final session of the day offers delegates the opportunity to translate the lessons from a truly successful team into their world. The day concludes with everybody back together to explore their own learning and action plans.</i></p>	<ul style="list-style-type: none"> Bringing it all together and action planning

All Impellus courses are designed to be enjoyable and highly informative. Delegates are given a welcoming and comfortable environment in which to reflect, challenge and learn. The focus is on being able to bring new skills and thinking back into the workplace.