

Working Effectively in Teams Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. It was designed for employees who wish to develop the skills needed to become an effective and valued member of any team. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.

Strategies for Building a Cohesive Team

.5 Hours

In this course, you'll learn how to build a more cohesive team by focusing on improvements in three areas: communication, cooperation, and trust. You'll learn specific strategies for improving communication and promoting cooperation among team members. You'll also learn what signs suggest a lack of trust on a team and what you can do about this, including specific techniques you can use to build trust.

Encouraging Team Communication and Collaboration

.5 Hours

Establishing a successful team involves ensuring that team members can communicate with you and with one another and that they will work as a team rather than as individuals. Clear channels of communication are required for both on-site and virtual teams. In this course, you'll learn techniques for encouraging effective communication and overcoming communication problems. You'll also learn strategies for encouraging team collaboration. Finally, you'll learn about tools and technologies that are commonly used for virtual team communication and key considerations for establishing virtual communication guidelines.

Feedback and Its Vital Role in the Workplace

.5 Hours

Everyone needs corrective and constructive feedback from time to time, but if you're like many people, the prospect of giving that feedback is chilling. Understanding what feedback is – and recognizing the difference between effective, constructive feedback and unhelpful criticism – is important at all levels of the workplace. In this course, you'll learn how that distinction applies in practice, how to approach giving feedback to peers and to supervisors, and how to manage the anxiety you may experience. This course helps to take the mystery and dread out of an invaluable skill.

Handling Team Conflict

.5 Hours

In this course, you'll learn about what causes conflict on a team and the important role of healthy communication in handling conflict. You'll also learn about best practice approaches to resolving conflict and the tenets of principled negotiation. Finally, you'll learn guidelines for addressing one type of team conflict, lack of trust.

Working Out and Through Conflict

.5 Hours

In this course, you'll learn how to work through conflicts smoothly by using a structured conflict resolution process. You'll also learn about techniques for getting the process back on track if difficulties arise.

Trust Building Through Effective Communication***.4 Hours***

In this course, you'll explore how a clear intention is the basis of an effective communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how body language, vocal tone, and managing emotions can influence your communications and build trust with your audience.

Solving Problems: Framing the Problem***.5 Hours***

Framing the problem accurately requires finding out who affects and is impacted by the problem. It also requires identifying the reason(s) the problem exists. In this course, you'll learn how to identify stakeholders and effectively elicit their input. You'll find out how the causes of problems can lie at different levels of the organization, and you'll learn techniques to uncover the root cause.

Solving Problems: Generating and Evaluating Alternatives***.6 Hours***

Before generating alternative potential solutions to a problem, it's helpful to have a sense of the 'ideal state' – what the situation would look like if people had a magic wand. In this course, you'll first learn how to elicit descriptions of ideal states. Next, you'll find out how to use basic techniques for generating and evaluating alternative solutions to a problem. Finally, you'll learn to recognize and avoid common pitfalls that can occur while generating and evaluating alternatives.

Difficult People: Why They Act That Way and How to Deal with Them***.5 Hours***

In this course, you will learn to recognize characteristics of difficult people including dominant-controlling behaviors, analytical-obsessive behaviors, expressive-compulsive behaviors, and skeptical-negative behaviors. Learn strategies to respond effectively to these types of people by understanding the motivations behind their behaviors.

Difficult People: Strategies to Keep Everyone Working Together***.5 Hours***

While it's best to get personally fit for dealing with difficult people – that is, managing your own emotions and using self-management techniques, there are interpersonal strategies and skills you need when you engage and work with a difficult person. By learning how to focus on goals, give feedback, and manage conflict, you can work with difficult people more effectively.

Diplomacy and Tact for Every Day***.5 Hours***

People who communicate with diplomacy and tact will be notable and noticed for their ability to communicate across all levels of an organization in a way that puts people at ease and inspires confidence. In this course, you'll explore diplomacy and tact, and recognize the difference between them and the value they bring to you and your work environment. You'll also review situational awareness, how to choose words to avoid a meltdown, and how to apologize with grace.

Connecting with Others through Diplomacy and Tact***.4 Hours***

It's important to understand how our biases, stereotypes, and expert knowledge can become barriers to effective communication. The essence of communicating with tact and diplomacy is overcoming these barriers and engaging with the minds of others. In this course, you'll explore methods for developing empathy with others, for framing yourself properly, and for removing personal biases.

Building Personal Power Through Influence

.5 Hours

Effective influence skills are probably the biggest differentiator when getting results without authority. Influence is not about forcing or exerting – it's about getting people on your side for good reasons. Three ways to promote influence are through language/effective communication, reciprocity/exchanging 'currencies', and persevering through resistance.

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) webpage. This certificate assisted you in developing the following competencies:



Communication and Interpersonal Relations



Critical Thinking and Problem Solving



Professionalism and Self-Management