

## Milestones to Success – Teambuilding Skills course

Listed below are some of the skills and techniques which will form an important part in your success on the **Axio Development** telephone skills training course. They are organised into 5 categories – we refer to them as the milestones to success. So that you can identify the benefits you want to gain and to measure your progress tick the circles alongside the areas that you identify as being particularly relevant to you, then prioritise the 5 main areas in order of importance: 1 being the highest, 5 the lowest. Bring this page with you to the course.

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**The importance of team building**

- Knowing what makes a successful team
- Knowing where is your team is lacking and why
- Knowing the reasons for poor teamwork
- Having a clear vision for the team

**Building the team**

- Getting/having the right team members
- Knowing them fully, warts and all
- Giving clear, understood team goals and direction
- Up-skilling the team for the changing team activity

**Communication in teamwork**

- Effective listening skills
- Questioning skills to understand and direct
- Communicating with differing people
- Anticipating misunderstanding before it arises

**Problem solving**

- Allowing freedom to solve the day-to-day problems
- Trusting them to learn from the problems and implement improvements
- Responding to concerns and complaints from team members
- Dealing with conflict within the team in a timely fashion

**Recognition appreciation and praise**

- Recognising good team skills and using this to show best practice
- Giving feedback when due
- Celebrating success

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What will progress in these areas allow you to achieve?