

PREPARED FOR

Manas – Center for Mental Wellness & Counselling

# Team Communication Excellence Programme

Building Clarity, Trust, and Candour in Your Team

Presented by Dr. Priya Dubey Sharma

Manas – Center for Mental Wellness & Counselling

UDYAM-MP-10-0120839



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## Programme Overview

This programme addresses the critical role of communication in team success, exploring how breakdowns often lead to suboptimal performance and missed opportunities. We will equip participants with practical strategies to foster clarity, build trust, and improve collaborative outcomes within their teams.

### Learning Objectives

- ✓ Understand diverse communication styles present in teams and learn how to adapt your approach for better interpersonal dynamics and collaboration.
- ✓ Develop and practice active listening techniques to ensure messages are fully understood, reducing misunderstandings and enhancing empathy.
- ✓ Gain confidence and proficiency in providing constructive feedback, creating a supportive environment for growth and performance improvement.
- ✓ Learn strategies to navigate and manage the challenges of digital communication, ensuring efficiency and preventing information overload.
- ✓ Cultivate a culture of open and honest dialogue, empowering team members to voice their ideas and concerns safely and respectfully.
- ✓ Apply learned communication skills to resolve conflicts constructively, strengthen team cohesion, and drive collective goal achievement.


#### WHO SHOULD ATTEND

This programme is designed for all team members and managers seeking to elevate their communication effectiveness and contribute to a more cohesive and productive work environment.

## Programme Content

### 1. Understanding Communication Styles in Teams

Different individuals have distinct ways of communicating, influenced by personality, background, and experience. Recognizing these varied styles – such as direct, indirect, analytical, or expressive – is the first step towards effective team interaction. This session will help you identify your own style and appreciate the styles of your colleagues, enabling you to adapt your messaging for clearer understanding and reduced friction. Understanding these nuances fosters greater empathy and allows for more productive collaboration, preventing misinterpretations that can derail team efforts.

 **Activity: Participants will complete a brief self-assessment to identify their primary communication style and discuss general strategies for interacting with other styles.**

### 2. Mastering Active Listening Skills

True listening involves more than just hearing words; it requires full concentration, understanding, responding, and remembering what is said. Active listening techniques, such as paraphrasing, asking clarifying questions, and paying attention to non-verbal cues, are essential for ensuring messages are accurately received. By practicing these skills, you can significantly reduce misunderstandings, build stronger rapport with colleagues, and demonstrate genuine respect. This leads to more effective problem-solving and a more supportive team atmosphere where everyone feels heard and valued.

 **Activity: Paired listening exercise where participants practice paraphrasing and asking clarifying questions.**

### 3. Giving Feedback Without Fear

Providing and receiving feedback is crucial for professional development and team improvement, yet it is often a source of anxiety. This section focuses on delivering feedback constructively and respectfully, using frameworks that emphasize specific behaviours and their impact, rather than personal criticism. We will explore how to create a safe space for feedback, ensuring it is perceived as helpful rather than judgmental. Developing this skill fosters a culture of continuous learning and improvement, empowering individuals and strengthening team performance.

 **Activity: Role-playing scenarios for delivering and receiving constructive feedback using a provided framework.**

#### 4. Managing Digital Communication Overload

In today's fast-paced work environment, digital communication channels can become overwhelming, leading to decreased productivity and increased stress. This session provides practical strategies for managing emails, instant messages, and other digital tools more effectively. We will discuss techniques for prioritizing messages, setting boundaries, and optimizing your digital workflow to ensure important information is conveyed and received without causing undue burden. Mastering digital communication helps maintain focus and clarity, ensuring technology serves as a tool for connection rather than a source of distraction.

 **Activity: Group discussion on best practices for email etiquette and managing instant messaging effectively.**

#### 5. Cultivating a Candour Culture: Speaking Up Safely

A healthy team thrives on open dialogue where members feel empowered to share ideas, raise concerns, and challenge the status quo respectfully. This session focuses on fostering psychological safety, creating an environment where candour is encouraged and valued. We will explore how to express opinions and dissent constructively, ensuring that diverse perspectives are considered without fear of negative repercussions. Building this culture leads to more innovative solutions, proactive problem-solving, and a stronger sense of shared ownership and commitment within the team.

 **Activity: Brainstorming session on identifying and overcoming barriers to speaking up in team settings.**

#### 6. Resolving Conflict Constructively

Disagreements are natural in any team setting, but how they are managed determines their impact on team dynamics. This section equips participants with effective strategies for navigating and resolving conflicts in a way that strengthens relationships and improves outcomes. We will focus on understanding the root causes of conflict, employing active listening, and finding mutually agreeable solutions. By approaching conflict constructively, teams can transform potential disputes into opportunities for greater understanding and collaboration, fostering resilience and cohesion.

 **Activity: Case study analysis of a team conflict scenario and group discussion on resolution strategies.**

## Action Plan

Concrete steps for implementation.

Action	Owner	Timeline	Notes
Communicate programme benefits and schedule to all employees via internal newsletter.	HR	Week 1	Highlight the direct impact on team performance and individual growth.
Schedule and conduct the 'Enhancing Team Synergy Through Effective Communication' programme for all designated participants.	HR/Training Department	Month 1	Ensure all logistics, including venue and materials, are prepared in advance.
Encourage managers to facilitate post-programme discussions within their teams.	Manager	Week 2	Prompt teams to identify 1-2 specific communication practices they will adopt immediately.
Develop and distribute a quick reference guide summarizing key communication strategies learned.	HR	Month 1	Make the guide accessible on the company intranet for easy reference.
Integrate communication effectiveness as a discussion point in regular one-on-one performance reviews.	HR/Manager	Month 2	Focus on observed behaviours and progress in applying learned skills.
Organize follow-up 'refresher' sessions or workshops on specific communication topics based on feedback.	Leadership/HR	Quarter 1	Use employee feedback and performance data to identify areas needing further reinforcement.

## About Manas



### Dr. Priya Dubey Sharma

Founder & Consulting Psychologist | Applied, Organizational & Behavioural Psychologist | PhD | 18+ Years

Dr. Priya Dubey Sharma brings 18+ years of applied psychology to corporate wellness. She has worked with SBI, educational institutions, and corporate teams across India. Her evidence-based approach combines CBT, mindfulness, and culturally contextualised psychology for measurable outcomes. She is the creator of the Performance FOMO Index™ and the High-Functioning Distress Framework™.

### Manas – Center for Mental Wellness & Counselling

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