

Improving Staff Confidence and Esteem

Margaret Connor

Wednesday 20th January 2010

9.30am – 12.30pm

Almost all duties within the nursery involve working as part of a team. This training session will help to develop a variety of teamwork skills with specific emphasis on effective communication through assertiveness and shared vision.

It is important that every individual within the team share similar visions and values in order for the staff team to deliver a high quality service.

Aims

- To develop an awareness of the importance of shared vision and values;
- To consider team skills of assertiveness and effective communication to support high quality provision.

Every member of the team, no matter what its purpose, will have different skills. Some people are good at organising; some at writing up lists of what has happened and who will do what; yet others have an eye for detail. While the make-up of one particular team

will be different from all other teams, there are some qualities and skills that all team members must possess.

The ability to:

- Communicate easily with other team members;
- Inform others in the team about new ideas;
- Listen to others carefully;
- Respect each other's ideas and views;
- Express own opinion and feelings;
- Say "no" without feeling guilty if in the best interests of the team and service;
- Be assertive but not aggressive when dealing with 'fragile' situations.

