TRAINING OUTLINE

COURSE TITLE	Bricks of Connection: Mastering Team Communication with LEGO® Serious Play®
DURATION	2 days

Introduction

Effective team communication is the cornerstone of any successful organization. Good communication within a team fosters collaboration, enhances productivity, and creates a positive work environment. It ensures that everyone is on the same page, reduces misunderstandings, and allows for the efficient resolution of conflicts.

This engaging 2 days workshop leverages the innovative LEGO® Serious Play® methodology to give an insight and techniques to enhance the participants' business communication skills, influence upwards, downwards and horizontally. They will gain the skills necessary to master their mind, communicate clearly and confidently persuade and influence, and improve workplace relationships.

Training Objective

- Adapt communication styles to suit diverse personalities and work environments.
- Strengthen trust within the team through interactive LEGO exercises and discussion.
- Identify and overcome common communication barriers within a team setting.
- Enhance active listening and clarity in messaging for better collaboration.
- Utilize structured conflict resolution strategies to manage and resolve team conflicts effectively.

Who Should Attend?

Managers, Team Leaders and Executives

Learning Methodologies

Interactive lecture, LEGO® Serious Play® blocks building, individual sharing, case studies discussion, videos playing and intellectual games

Course Content

0900 – 1000 | Introduction to Team Communication & LEGO® Serious Play®

- Understanding the importance of team communication.
- Barriers of effective team communication and challenges faced.
- Overview of LEGO® Serious Play® and its application.
- The Power of "Hand Knowledge".
- Learning Time: 45 minutes
  - Trainer-led lecture and explanation of team communication concepts.
  - Introduction to LEGO® Serious Play® methodology and its application.
- Activity / Practical Time: 15 minutes
- Guided introductory LEGO® activity to familiarise participants with the methodology.

1000 – 1100 | Adapting to Different Communication Styles

- Introduction to team communication and its impact on performance.
- Johari Window Model – identifying known and unknown aspects of personal communication styles.
- Building awareness of different communication styles.
- Learning Time: 45 minutes
  - Lecture and explanation of the Johari Window Model.
  - Explanation of different communication styles and their impact on teamwork.
- Activity / Practical Time: 15 minutes
  - Individual LEGO® model-building activity to represent personal communication styles.

1100 – 1200 | Building Trust for Team Collaboration

- Understanding the role of trust in team performance.
- LEGO® activity: "Visualizing Trust in Our Team" using metaphor and storytelling.
- Identifying trust-building behaviours and practices.
- Understanding trust barriers through open communication.
- Learning Time: 40 minutes
  - Lecture on trust, team performance and trust-building behaviours.
  - Facilitated discussion on barriers to trust and effective communication.
- Activity / Practical Time: 20 minutes
  - LEGO® activity using metaphor and storytelling to explore trust within teams.

1200 – 1300 | Speak to the Point: "Telling Skills"

- Constructing a high-quality message using the 7C's of effective communication model.
- Using 5W1H for clear explanation.

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- Developing clarity, tone and engagement when communicating.
- Learning Time: 45 minutes
  - Lecture on the 7C's of effective communication.
  - Explanation and application of the 5W1H communication framework.
- Activity / Practical Time: 15 minutes
  - LEGO® storytelling activity based on a recent team success or challenge.
  - Pair exercise to practise communicating the story with emphasis on clarity, tone and engagement.

1300 – 1400 | Lunch Break

1400 – 1500 | The Art of Listening – "Listening Skills"

- Understanding active listening and its importance in team communication.
- Principles of listening with intention and understanding.
- Identifying barriers to effective listening.
- Learning Time: 40 minutesLecture on active listening principles and common listening barriers.
  - Explanation of how effective listening can influence team dynamics.
- Activity / Practical Time: 20 minutes
  - LEGO® modelling activity to represent "how we listen" versus "how we are heard".
  - Pair exercise to practise active listening using team challenges and provide feedback.

1500 – 1700 | Conflict Resolution Through Communication

- Understanding team conflict and its causes.
- Exploring team conflict and conflict resolution styles based on Thomas-Kilmann.
- Understanding non-verbal communication (NVC) in conflict resolution.
- Utilising positive language for constructive team conversations.
- Learning Time: 1 hour 20 minutes
  - Lecture on team conflict and conflict resolution styles.
  - Explanation of the Thomas-Kilmann Conflict Mode Instrument.
  - Lecture on non-verbal communication (NVC) and positive language.
- Activity / Practical Time: 40 minutes
  - LEGO® Serious Play® challenge: "Together Building Solutions to Team Problem".
  - Participants explore possible solutions to a team conflict scenario.
  - Group discussion and reflection on effective communication approaches.

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Introduction to Team Communication & LEGO® Serious Play®

- Understanding the importance of team communication
- Barriers of effective team communication- challenges faced
- Overview of LEGO Serious Play and Its Application
- The Power of "Hand Knowledge"

Adapting to Different Communication Styles

- Introduction to team communication and its impact on performance.
- Johari Window Model – Identify known and unknown aspects of personal communication styles.
- Activity: Build individual models to represent personal communication styles.
- Group Discussion: Insights on aligning diverse communication styles.

Building Trust for Team Collaboration

- Understanding the Role of Trust in Team Performance
- LEGO Activity: "Visualizing Trust in Our Team" using metaphor and story telling
- Identifying trust-building behaviors and practices
- Overcoming trust barriers through open communication

Speak to the Point: "Telling Skills"

- Construct a high-quality message with 7C's of effective communication model
- Using 5W1H for clear explanation
- Activity: Use LEGO to build a story about a recent team success or challenge.
- Pair Exercise: Practice telling the story with emphasis on clarity, tone, and engagement.

The Art of Listening- "Listening Skills"

- Activity: Build LEGO models to represent "how we listen" vs. "how we are heard."
- Barriers of active listening
- Principles of listening with intention and understanding
- Pair Exercise: Practice active listening using team challenges and provide feedback.
- Reflection: Discuss how improved listening changes team dynamics.

Conflict Resolution Through Communication

- LEGO Serious Play Challenge: "Together building solutions to team problem"
- Exploring team conflict and its conflict resolution styles by Thomas Kilmann
- Practice assertive communication with non-verbal communication (NVC) to resolve conflict
- Utilize positive language for positive team conversation