

# AGENDA

## Hands-on Coaching in the Skills of LISTENING *for* TEAMWORK

### Introduction

- ◆ The connection between listening and all forms of business teamwork.
- ◆ Verifying intuitive skills people already have.
- ◆ Work and Teamwork as a series of decisions/choices.
- ◆ Teamwork's skill model.

### Chapter 1

#### **Listening for Other Points of View**

- ◆ How emotions, logic and point of view affect decision making and teamwork.
- ◆ Recognizing points of view when listening for teamwork.
- ◆ Measuring skillfulness: coached applications.

### Chapter 2

#### **Business Respect and Rapport**

- ◆ How to give and get respect for every point of view.
- ◆ Combining the skills in Chapters 1 and 2: coached applications to put the team into **teamwork**.

### Chapter 3

#### **Analytical Skills for Doing Business**

- ◆ Questioning skills to uncover facts and reasons for someone's point of view.
- ◆ Problem, Opportunity, Importance, Quantifying and Consequence questions: skills to reach more informed decisions.
- ◆ Coached applications on real work: combining Chapters 1, 2, 3 to put the work into **teamwork**.
- ◆ Making Recommendations: Presenting logical, justified recommendations.
- ◆ Presenting to management; getting decisions.

### Follow-up Options

#### **Topics and Activities that Reinforce All of the Skills**

- ◆ How to set common goals in every situation.
- ◆ Group processes. What to expect when teams form.
- ◆ Accountability. Responsibility. Measuring results.
- ◆ Twelve special follow-up activities. Not all involve group meetings or training time.

Our clients use this program to produce accountable business results at any level in their organization. Because of its applied coaching and "hands-on" nature, our clients take this program to all employees, including those employees who have limited literacy skills or those who speak English as a second language. Some of their comments follow:

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*"This program addressed a segment of our company that gave the hourly work force tools to make change happen with management at all levels. PAR continues to provide more than training . . . It's a skill the provides a basis of doing business together as a team."*

-Steve Hurster, President  
Bohn and Dawson, Inc.

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*"The PAR skills are especially valuable because they drive change. These are essential tools for entering into the complexity of today's business unafraid."*

-Evan Williams, President  
Franklin International, Inc.

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*"This fills a real need for people—whether or not they have formal education or linguistic skills. PAR embodies the adult learning principles that put people into sync with real work instead of theory. I have clear ideas about what I want a program to do for me—and this program does it."*

-Margie Mulligan, Manager  
Continuous Improvement in Training  
Varian Oncology Systems



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# LISTENING *for* TEAMWORK

## A Proven Way to Build Work Force Talent at Teamwork

*LISTENING for TEAMWORK is an accountable, results-producing, coaching program that you can deliver in-house. It is designed for all audiences and can even be used for those with limited reading/writing skills.*

### Rationale

There are certain skills that put the “team” into **teamwork** . . . e.g., listening and respect skills.

There are certain skills that put the “work” into **teamwork** . . . e.g., listening and analytical skills.

And both sets of skills have a common ground. They are grounded in superior listening skills. So it is natural to combine **listening** with the skills that put the “team” and the “work” into **teamwork**.

No training or coaching program has ever done that as well as **LISTENING for TEAMWORK**. Usually, “team” skills and “work” skills are taught separately. It is better to integrate them from the outset. See agenda on reverse side.

So far, more than 500,000 people internationally have verified the superior skills and superior methodology used in **LISTENING for TEAMWORK**. It produces measurable skills and business results quickly.

The skills acquired in **LISTENING for TEAMWORK** do transfer into job performance immediately. They do produce a measurable return-on-investment. Reason: participants are coached while performing real work in teams — rather than doing role-plays or games.

### Specifications

**LISTENING for TEAMWORK** provides a unique kind of coaching to groups of 9 to 20 people while they are actually working. It is not “time off for school.”

The Leader’s Guide, videotapes and coaching aids are uniquely designed to relate to all audiences, job titles and all industries. There is an intentional focus or “slant” toward the everyday applications of customer

service (both internal and external) as well as to teamwork.

Instructor certification is required, involving one or two complete “hands-on” turns through the program. The reason for certification is more than just for familiarity. *The skills in this program go far beyond any listening, communications or teamwork skills taught in other programs.* These skills are not difficult to grasp, but they are, indeed, a “stretch.” This program takes skills to a much higher level than typical packaged training programs.

To fit the scheduling needs of the work force, this program is best provided in short coached segments. There are five segments plus follow-up events that can be implemented in 2 to 3 hours each.

### Content

Coached skill-building activities include:

- Introduction: The connection between *Listening* and all “customer-driven” business skills.
- How to read *Other Points of View* during decision making.
- *Giving and Getting Respect*.
- *Establishing Common Goals* in any conversation.
- *Analytical diagnostic skills*.
- *Presenting and Forming Solutions* that are justified by sound business criteria.

(These are not chapter or module titles. The words in italics are to tell you exactly what competencies are embedded in each coaching segment.)

An agenda is printed on the reverse side of this page.



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