

# Instructional Scenario

## Implementing a Communication Training Program



Course/Duty Area: Business Management/Developing Communication Skills for Business

### Scenario:

A group of employees have been assigned to work on a project together, but they are having trouble communicating with one another effectively. As the project manager, you decide to implement a communication training program to help the team improve their communication skills.

The training program consists of the following steps:

1. **Assessment:** The first step is to assess the communication skills of each team member. This can be done through a survey or questionnaire that asks about their communication styles, strengths, and weaknesses.
2. **Training:** Based on the results of the assessment, the team members attend a series of training sessions that cover various communication skills such as active listening, effective questioning, and conflict resolution.
3. **Practice:** After the training sessions, the team members are given opportunities to practice their new communication skills in a safe environment. This can be done through role-playing exercises or mock meetings.
4. **Feedback:** As the team members practice their communication skills, they receive feedback from their colleagues and the project manager. This feedback is used to help them improve their communication skills over time.
5. **Application:** Finally, the team members are encouraged to apply their new communication skills to their work on the project. They are given opportunities to communicate more effectively with each other and to resolve conflicts in a positive and productive way.

By following these steps, the team members improve their communication skills and work more effectively together.

### Big Question:

How can a team improve their communication skills to work more effectively together?

### Focused Questions:

- What factors may have contributed to the team's communication issues?
- How will the project manager determine which areas of communication to focus on during the training sessions?
- What are some potential challenges or obstacles that the team members may face during the training and practice phases of the program?
- How can the project manager ensure that feedback is given in a constructive and helpful manner?

- What are some potential long-term benefits of improving communication skills within a team or organization?
- How can the team members apply their new communication skills to other areas of their work or personal lives?
- How can the project manager measure the success of the communication training program?
- What are some potential drawbacks or limitations of this type of communication training program?
- How can the project manager ensure that the training program is inclusive and accessible to all team members?
- What are some potential next steps for the team after completing the communication training program?

#### Student Project or Outcome:

A student could create a communication training program for a fictional company or team. The program could include an assessment of communication skills, a series of training sessions, opportunities for practice and feedback, and encouragement to apply new skills to real-life situations. The student could also research potential challenges or obstacles that the team members may face during the training and practice phases of the program and come up with strategies to overcome these challenges. Additionally, the student could explore potential long-term benefits of improving communication skills within a team or organization, and ways that team members can apply their new communication skills to other areas of their work or personal lives. Finally, the student could consider potential drawbacks or limitations of this type of communication training program, and brainstorm ways to ensure that the training program is inclusive and accessible to all team members.

#### Project-Based Assessment:

For the team to effectively improve their communication skills, a project-based assessment would be a great tool to help them identify areas of improvement. The assessment could involve the team working together on a small project that requires constant communication and collaboration.

During the project, the team's communication patterns could be observed and recorded. These observations could be used to highlight areas where the team members are struggling to communicate effectively and to reflect on their communication performance and identify areas for improvement.

The assessment could also involve a survey or questionnaire that asks team members about their communication styles, strengths, and weaknesses. Based on the assessment results, the team members could attend a series of training sessions that cover various communication skills. After the training sessions, the team members could practice their new communication skills in a safe environment, such as through role-playing exercises or mock meetings.

Finally, the team members should be encouraged to apply their new communication skills to their work on the project and to provide each other with feedback. This will help them continue to improve their communication skills over time and work more effectively together.

*Scenario submitted by Charisse Woodward, Sherando High School, Frederick County Public Schools*