

## Working in Teams

Productivity increases when team members have common goals and effective working relationships. This course provides opportunities to improve teamwork skills by identifying effective team behaviors, understanding team development phases, exploring aspects of communication among team members, and recognizing the characteristics of successful teams.

### Learning Outcomes

- Understand roles and responsibilities of effective team members
- Recognize the four stages of team development
- Compare characteristics of successful and unsuccessful teams
- Apply effective team behaviors in workplace situations
- Provide and receive feedback constructively, to resolve conflicts and improve team communication
- In your end-of-course action plan, identify areas for development and record your commitment to working toward improvement in those areas

**Who Should Attend?** Required for all COPP enrollees.  
Recommended for all HCC administrative professionals, secretaries, office managers, and all frontline staff.  
Open to all full-time & part-time HCC employees.

**Length:** 3 hours

**Program:** College Office Professionals Program (COPP) – Required Course

**Sponsored By:** Employee Learning and Organizational Development (ELOD)

**Course Number:** WP5107

**Registration:** Register online via @ Your Service.  
To log in, type **myhcc** in your browser address bar  
> Click on Human Resources (under Administrative Resources)  
> @ Your Service Login (in right column)  
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