

KOENIG SOLUTIONS • COURSE OUTLINE

Workplace Skills: Ownership, Teamwork & Accountability

Learn to take ownership of tasks, work effectively in teams, communicate clearly and see the bigger organisational picture.

8 Hours

DURATION

5

MODULES

26

TOPICS

COURSE OVERVIEW

This course covers taking ownership of assigned tasks, including proactive problem solving and time management. It then addresses teamwork, covering building effective teams and resolving conflicts within them, followed by individual and team accountability using performance metrics. It also examines communication fundamentals, presentation skills and active listening, before concluding with strategic thinking and aligning tasks with the broader organisational context.

WHO THIS COURSE IS FOR

Team Members

Team Leads

Project Coordinators

New Employees

People Managers

LEARNING OBJECTIVES

- Explain the significance of ownership in the workplace
- Apply strategies for proactive problem solving and prioritisation
- Describe the role of teamwork in achieving organisational goals
- Identify approaches for building collaborative team cultures
- Resolve conflicts within teams constructively
- Explain individual and team accountability using performance metrics
- Apply active listening techniques within communication
- Plan tasks by aligning them with organisational goals

TRAINING APPROACH

Engaging discussions, role-playing exercises, and group activities; real-world scenarios applying learned behaviors to practical situations; individual assessments evaluating individual progress and understanding; and feedback sessions providing constructive feedback for continuous improvement, all delivered throughout the course.

5 Modules, 26 Topics

01

1.5 hours

Taking Ownership of Assigned Tasks

UNDERSTANDING OWNERSHIP

- Definition and significance of ownership in the workplace (20 minutes)
- Impact of personal ownership on task success (25 minutes)

PROACTIVE PROBLEM SOLVING

- Anticipating challenges and taking initiative (25 minutes)
- Strategies for overcoming obstacles independently (20 minutes)

TIME MANAGEMENT AND PRIORITIZATION

- Balancing multiple tasks and responsibilities (20 minutes)
- Prioritizing tasks for maximum impact (20 minutes)

02

1.5 hours

Teamwork

IMPORTANCE OF TEAMWORK

- Role of teamwork in achieving organizational goals (20 minutes)
- Benefits of collaborative efforts (20 minutes)

BUILDING EFFECTIVE TEAMS

- Fostering a collaborative team culture (25 minutes)
- Effective communication within the team (25 minutes)

CONFLICT RESOLUTION WITHIN TEAMS

- Identifying and resolving conflicts constructively (20 minutes)
- Strategies for promoting a harmonious team environment (20 minutes)

03

1 hour

Accountability

INDIVIDUAL AND TEAM ACCOUNTABILITY

- Clarifying individual and team responsibilities (20 minutes)
- Holding oneself and others accountable (20 minutes)

METRICS AND KEY PERFORMANCE INDICATORS (KPIs)

- Understanding performance metrics (20 minutes)
- Monitoring and improving individual and team performance (20 minutes)

04**1.5 hours**

Effective Communication/Presentation Basics

COMMUNICATION FUNDAMENTALS

- Basics of clear and concise communication (20 minutes)
- Tailoring communication to the audience (20 minutes)

PRESENTATION SKILLS

- Structuring effective presentations (25 minutes)
- Engaging and influencing an audience (25 minutes)

ACTIVE LISTENING

- Importance of active listening in effective communication (20 minutes)
- Techniques for enhancing listening skills (20 minutes)

05**1 hour**

Seeing the Big Picture of Tasks

UNDERSTANDING THE ORGANIZATIONAL CONTEXT

- Aligning individual tasks with organizational goals (20 minutes)
- Recognizing the broader impact of tasks on the organization (20 minutes)

STRATEGIC THINKING

- Developing a strategic mindset (20 minutes)
- Considering long-term implications in task execution (20 minutes)

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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✉ info@koenig-solutions.com