

## HOW TO JOIN?

Please login to web2 and click Intranet > Staff Portal > E-Training System > Application Form.

- Please submit the online application for HoD/Dean/Director's recommendation.
- Please apply early to avoid disappointment as places are limited.

## CONTACT

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# EFFECTIVE TEAM DEVELOPMENT AND TEAMWORK

## COURSE OBJECTIVES

- Describe the team-building process of Forming, Storming, Norming and Performing
- Identify key teambuilding models
- Manage basic behavioural styles
- Demonstrate effective listening skills
- Improve communication techniques
- Identify team strengths and opportunities for improvement

## COURSE CONTENT

### 1) Joining Forces – What makes a team?

Understand the concept and process of a team and what great teams look like. It is also removing negative and dysfunctional behaviours. Participants will also learn the meaning and importance of Respect, Understanding and Accepting each other in a team. It will also encompass elements of Attitude, Behaviour and Character (A, B, C) and how these can be used to shape the right mind-sets for a great team.

### 2) Communication Complexities

Understand communication styles and individual behaviour styles and that of their teammates to adjust for better communication.

### 3) Listening Skills for Better Teamwork

Identifying listening skills and their importance in team communication.

### 4) Effective Questions for Better Answers for Better Communication

The need to ask open-ended and close-ended questions and when to use them for better team communication.

### 5) Rephrasing for Better Relationships

It is not what one says but how it is said with the right language, tone and clarity.

### 6) Handling Difficult Personalities and Difficult Situations

Effective handling of difficult personalities, team dysfunction and tough situations.

## 7) Teambuilding Activities (some suggestions)

- i) Lost in the Desert
- ii) Hero, Highlight and Hardship
- iii) Follow with trust the Leader

### TRAINER

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**Zachary Roland Anthony** is an educator, certified and experienced trainer, consultant, professional emcee and artist. His objective in training is have participants shift negative mindset to becoming positive generators that move performance for excellence.

Zachary has over the years engaged himself in training and coaching personnel to change mindset and behaviour to strive for excellence and practise effective communication. Some of his notable experiences include stints with Motorola, Eurocopter, Sheraton, Industrial and Commercial Bank of China (ICBC), Petronas, Kraiburg TPE etc. His other clients include The Malaysian Chinese Association (MCA), Scientex (M) Berhad, EcoFirst Sendirian Berhad, Telekom Malaysia, Tourism Malaysia, Malaysia Master Builders Association, oil and gas companies, hotels and banks.

In the last 10 years, he has been invited as guest motivational speaker by universities like INTI, UTAR, Taylor's, colleges, NGOs and some esteemed organisations like Petronas, Tan Chong and Sheraton Hotel to help motivate and develop attitude that enhances performances of individuals in all possible scenarios and environments.

Zachary has been invited as a regular guest motivator on Traxx Fm (RTM) for sessions on life motivation since July 2016. On 7 May 2020, he was once again invited by Traxx Fm to talk on 'Adapting To The New Norm'- to share how society can accept, adopt and adapt to the changes in life after Covid 19. Traxx Fm has ensured a regular feature for Zachary in upcoming months. In 2018, he was invited by Bfm 89.9 to deliver something similar. In 2017, he had an opportunity to inspire young Malaysians on Bernama Radio on the need to invest and possess a positive mindset.

Zachary delivered a talk on the importance of 'Attitude Management for Effective Performance' to Petronas staff in 2016. In November 2017, he was invited to Edu-Tech Asia in Singapore as speaker to talk on 'Creating a Passionate Edutainer'. He also went on to deliver this talk to the academic staff at UTAR and other educational institutions.