

# Course Title

## „Building Relationships “

## Course Syllabus

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### Course description or general overview

This course provides an in-depth understanding of collaboration, its importance in the workplace, and the benefits it brings to organizations. Participants will learn about the key skills required for effective collaboration and explore strategies for fostering a collaborative work environment. The course will also examine the role of managers in facilitating collaboration and promoting creativity, openness, and healthy competition among team members. Additionally, the course will introduce participants to technologies and tools that can enhance collaboration and productivity.

Overall, this course aims to equip participants with the knowledge and skills necessary to foster a collaborative work environment that promotes innovation, productivity, and employee satisfaction.

### Learning outcomes at the course/module level (according to Bloom`s taxonomy)

After completing the course, participants will be able to define collaboration, identify different types of collaboration, and explain the importance of collaboration in the workplace. Participants will be able to identify key skills required for effective collaboration, explain effective communication strategies, describe active listening techniques, and discuss problem-solving and conflict resolution skills. Also, they will be able to list the benefits of collaboration in the workplace, analyze how collaboration can improve productivity and efficiency, and explain how collaboration can enhance creativity and innovation. Moreover, participants will be able to explain the role of a manager in fostering collaboration, discuss strategies for encouraging creativity and openness, and describe how to foster healthy competition among team members. Besides, they will be able to identify different types of collaboration tools and software, describe virtual meeting platforms and their features, and explain how remote work technology can enhance collaboration. Finally, they will be able to identify strategies for investing in training and development, establish collaboration goals and objectives, evaluate and measure collaboration effectiveness, and address common challenges and obstacles to collaboration.

### The participant has knowledge about:

- Collaboration
- Collaborative Skills
- Benefits of Collaboration
- The Role of a Manager in Collaboration
- Technology for Collaboration
- Implementing Collaboration Strategies

## Course contents

- Collaboration and why?
- What are collaborative skills?
- The benefits of collaboration
- The role of a manager
- Encourage creativity and openness
- Encourage competition
- Encourage shared social time
- Invest in training and development
- Technology for collaboration

## Learning topic:

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**Organisation:** EduConsulting, z.ú.

**Course:** Building Relationships

**Teaching hours:** 12

**Mode of delivery:** WOBIS OER

**EQF level:** level 4

### Teaching methods (examples):

- papers, projects, presentations, videos
- tutorials or webinars, guest lectures, case studies, workshops

### Assessment methods (examples)

An assessment method for this course will be a collaborative project where participants work in groups to develop a proposal for implementing collaboration strategies in their own workplace. The project will be structured as follows:

- Participants will be divided into groups and given a hypothetical scenario where their organization is struggling with collaboration issues.
- Each group will be tasked with developing a proposal for implementing collaboration strategies to address the scenario.
- The proposal should include specific strategies, tools, and technologies that the group recommends, as well as a detailed implementation plan.
- Groups will present their proposals to the class, followed by a Q&A session where they answer questions from their peers and the instructor.

This assessment method allows participants to apply the knowledge and skills they have learned in the course to a real-world scenario. It also promotes teamwork, communication, and collaboration among

participants. Additionally, the Q&A session provides an opportunity for participants to receive feedback on their proposals and learn from their peers.

## **Learning outcomes of the learning topic:**

### **1. Understanding Collaboration**

Participants will be able to define collaboration, identify different types of collaboration, and explain the importance of collaboration in the workplace.

### **2. Collaborative Skills**

Participants will be able to identify key skills required for effective collaboration, explain effective communication strategies, describe active listening techniques, and discuss problem-solving and conflict resolution skills.

### **3. Benefits of Collaboration**

Participants will be able to list the benefits of collaboration in the workplace, analyse how collaboration can improve productivity and efficiency, and explain how collaboration can enhance creativity and innovation.

### **4. The Role of a Manager in Collaboration**

Participants will be able to explain the role of a manager in fostering collaboration, discuss strategies for encouraging creativity and openness, and describe how to foster healthy competition among team members.

### **5. Technology for Collaboration**

Participants will be able to identify different types of collaboration tools and software, describe virtual meeting platforms and their features, and explain how remote work technology can enhance collaboration.

### **6. Implementing Collaboration Strategies**

Participants will be able to identify strategies for investing in training and development, establish collaboration goals and objectives, evaluate, and measure collaboration effectiveness, and address common challenges and obstacles to collaboration.

## **Learning activity content:**

The sub-units forming the learning topic:

### **1. Understanding Collaboration**

- Define the concept of collaboration
- Identify different types of collaboration and their benefits
- Discuss the importance of collaboration in the workplace

### **2. Collaborative Skills**

- Identify key skills required for effective collaboration
- Explain effective communication strategies
- Describe active listening techniques

- Discuss problem-solving and conflict resolution skills
  - Discuss trust-building strategies
- 3. Benefits of Collaboration**
- List the benefits of collaboration in the workplace
  - Analyse how collaboration can improve productivity and efficiency
  - Describe how collaboration can enhance creativity and innovation
  - Discuss the impact of collaboration on employee engagement and job satisfaction
  - Explain how collaboration can lead to better decision-making and problem-solving
- 4. The Role of a Manager in Collaboration**
- Explain the role of a manager in fostering collaboration
  - Discuss how to create a collaborative work environment
  - Describe strategies for encouraging creativity and openness
  - Explain how to foster healthy competition among team members
  - Discuss the importance of building trust and communication
  - Discuss the value of providing opportunities for shared social time
- 5. Technology for Collaboration**
- Identify different types of collaboration tools and software
  - Describe virtual meeting platforms and their features
  - Explain file-sharing and document management tools
  - Discuss project management software and its uses
  - Describe how remote work technology can enhance collaboration
- 6. Implementing Collaboration Strategies**
- Identify strategies for investing in training and development
  - Explain how to establish collaboration goals and objectives
  - Discuss how to evaluate and measure collaboration effectiveness
  - Identify common challenges and obstacles to collaboration
  - Discuss how to address these challenges and obstacles

## Recommended or required reading:

### *Recommended:*

- "Collaborative Intelligence: Thinking with People Who Think Differently" by Dawna Markova and Angie McArthur
- "Crucial Conversations: Tools for Talking When Stakes Are High" by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler
- "The Culture Code: The Secrets of Highly Successful Groups" by Daniel Coyle
- "The Five Dysfunctions of a Team: A Leadership Fable" by Patrick Lencioni
- "Getting Things Done: The Art of Stress-Free Productivity" by David Allen

## Links to useful websites:

- <https://www.indeed.com/career-advice/career-development/teamwork-and-collaboration>
- <https://resources.workable.com/tutorial/collaboration-tools>
- <https://smallbiz.tools/types-of-collaboration-tools/>
- <https://www.hostinger.com/tutorials/best-online-collaboration-tools>

## **Glossary:**

## **Language of the course:**

English, Slovak, Czech, Polish, Italian, Spanish, Croatian

## **Name of the teacher:**

## **Supervisor:**

## **Feedback for evaluation**

- questionnaires
- feedback from participants through focus-group meetings