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Title	Teamwork through ICT tools	
Keywords	ICT tools, Smartworking, Teamwork	
Provided by	Internet Web Solutions	
Language	English	
Objectives	In this course, you will learn some of the most important ICT tools in the business environment, as well as skills and tips to foster communication, collaboration, and teamwork. Smartworking is one of the keys to business success today, so it is necessary to learn the most commonly used platforms and applications to ensure effectiveness and productivity.	
Learning outcomes	<ul style="list-style-type: none"> • To learn some of the most important ICT tools in the business environment, as well as their benefits and characteristics. • Encourage collaboration and teamwork through ICT tools. • Solve difficulties related to communication due to teleworking. • To ensure a good atmosphere in the business team through effective communication. 	
Training Area	Complex problem solving	
	Critical thinking	
	Creativity	
	People management	
	Coordinating with others	X
	Emotional intelligence	
	Judgement and decision-making	
	Service orientation	
	Negotiation	
	Cognitive flexibility	



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Content development	Course 2. Teamwork using ICT tools Unit 1: ICT tools and teamwork ICT tools have proven to be an efficient ally in many sectors: from business management to international communication or personal daily life. Thus, using them to enhance teamwork and communication is a good resource. Most companies today have turned to teamwork and collaboration as a method of working. This brings countless advantages, among them: <ul style="list-style-type: none">• The talents and skills of each worker are recognised and utilised.• A greater number and diversity of ideas proposed, which translates into more opportunities.• The level of team bonding and complicity increases, thus fostering a good working environment, trust and effectiveness.• The collaborative nature means that all members work together, so that the individual weaknesses of each employee can be dynamically improved.• Unity is strength: By bringing together all the strengths, skills and knowledge of each person, we will achieve a team with greater potential than all these parts separately. This is why collaborative work is one of the best options to increase the effectiveness and good atmosphere in the team. Unit 1.2: ICT tools for teamwork, collaboration and coordination with others Technological development in recent years has been so significant that it is now difficult to conceive of a company and its activity without resources such as platforms, systems and applications to guarantee its services. Whether they are SMEs or large companies, ICT resources are very useful in terms of work distribution and collaboration.

The world of ICT is very large and diverse, and it is impossible to classify them all in one list, but here are a few to help foster teamwork.

- **Project management tools:**

Project management tools are an essential part of the team management process. Thanks to them, we can ensure the good distribution and allocation of tasks between colleagues. Among the best-known project management ICTs, we can find the following:

- **Asana:** Asana is a web-based platform that can help plan and organise everything related to teamwork. In addition, it can also act as a collaboration tool. It coordinates tasks, shares, plans, organises, and tracks the progress of the project each member is working on.
- **Project.co:** This project management platform allows users to work on more than one task at a time. You can share files, create lists, calendars and schedules, Kanban boards, invoices... This makes task tracking simple and dynamic.
- **nTask:** This free smart platform is designed for teams, allowing to schedule meetings, exchange files, plan projects and many more options. Its project management software provides all the necessary tools.
- **Teamwork:** This online cloud-based solution provides functionalities to manage various aspects of a business. Its services include task lists, time and deadline management, file and message sharing, among others.

- **Communication and collaboration tools:**

Communication is key in any work environment. With the current Covid-19 situation, many companies have been forced to resort to teleworking, so communication has become complicated and artificial. For this purpose, we have platforms available to improve the exchange of information, such as:

- **Skype:** The videoconferencing platform par excellence. Its services include online calls (audio or video), chats, conferences of up to 50 people, scheduling meetings, among other tasks.
- **Zoom:** This video conferencing service has become one of the leading platforms in the field. This service is suitable for teams of all natures. It interacts in a virtual workspace, makes video or audio calls, with live chats and records sessions to ensure nothing is missed.
- **Microsoft Teams:** This workspace has options for meetings by chat, video or calls. It also allows you to store documents, photos, videos and chat history. Customise and

configure your workspace with apps to organise your work.

- Document management tools:

A document repository is a space where documents are stored, managed and organised so that members of the whole team can access them when needed. It is managed by members with administration rights. In this way, we can streamline and unify the whole process of document consultation and management. Once again, there are various ICT tools that can help us:

- **DocuWare:** This platform allows you to capture, process and use company information. Its software automatizes a large part of the querying and organisation of documents in a centralised and secure system.
- **M-Files:** This information management option features ease of use, versatility and functionality suitable for a wide variety of industries. You can access content from multiple data repositories without the need for migration. You can deploy it in the cloud, on-premises or in a hybrid way.
- **LogicalDOC:** Control your document management. Create, co-produce and coordinate any amount of documents, fostering collaboration and productivity. Its versatile software allows it to adapt to different business models.

Unit 2:

Teamwork and coordination issues using ICT tools and tips for improving it in a creative way.

Unit 2.1:

Tips for a good coordination and communication

Team coordination and communication is a complex and difficult issue to manage. All members must do their part to ensure the success of the work. This is why a number of aspects must be taken into account in order to achieve good effectiveness and a good atmosphere. Here are some tips on how to achieve these results:

- Ensure a correct distribution of work. The platforms described above are used to allocate the various tasks among the entire team. Some of them use the Kanban method, which is a tool to visualise the workflow. It consists of boards divided into rows and columns: the first ones for the project or activity and the second ones for its degree of development (to be done, pending revision, blocked, etc). These digital Kanban tools allow an organisation of work that is easy to visualise and distribute, making them a potential ally for greater effectiveness.
- When writing emails, be clear and concise. Remember to



greet, identify yourself and say goodbye properly. In addition, using an appropriate subject heading will allow for better classification of these messages.

- Hold regular meetings. This will allow us to be aware of the general situation of the company and of each colleague, allowing us to improve the distribution of tasks and a fluid and dynamic communication.
- Do not hesitate to ask for and offer help if needed. As mentioned above, every colleague has strengths and weaknesses, which can be used and improved respectively through teamwork. Remember: union makes strength.
- Motivation is key. Congratulate colleagues who have been successful in their work; or offer help if, on the other hand, they are having difficulties or problems and you know how to help, don't hesitate to offer your hand. Joint problem solving can foster team bonding and effectiveness.
- Team activities outside the company are highly recommended. This will not only create a more comfortable and enjoyable atmosphere, but will also strengthen bonds and create a more united team. For example, once a month you could do some recreational activities, such as playing a sport, visiting a place or having lunch together.

Glossary

ICT tools: Information and Communication Technologies. It consists of a series of platforms, applications and systems that allow us to transmit, manage and receive information.

The Cloud: Servers accessed through the Internet, and the software and databases running on those servers. It allows different multimedia files to be stored, shared and managed.

On-premises: The term on-premise refers to the type of installation of a software solution. This installation takes place within the company's server and ICT infrastructure. This is the traditional model for enterprise applications.

Effective Communication: It is a type of communication in which we manage to transmit the message in an understandable and very clear way for the receiver without causing doubts, confusion or possible wrong interpretations.

Collaboration: The process of two or more people or organizations working together to complete a task or achieve a goal.

Kanban Method: Tool to visualize the workflow. It consists of boards divided into rows and columns: the first for the project or activity and the second for its degree of development



	<p>Teamwork: An organized way of working among several people to achieve common goals. In teamwork, the skills of the members are complementary, they maintain individual and mutual responsibility, as well as a strong common commitment to the objectives.</p>
<p>Self-evaluation (multiple choice queries and answers)</p>	<ol style="list-style-type: none">1. Which of these tools can be used for videoconferencing?<ol style="list-style-type: none">a) Asanalb) Monday.comc) Zoom2. How can we bond within the team?<ol style="list-style-type: none">a) Holding regular meetings.b) Using platforms such as Asana.c) Teleworking.3. Which tool is used to ensure good work management?<ol style="list-style-type: none">a) Project.cob) Skypec) M-Files4. What is the benefit of teamwork?<ol style="list-style-type: none">a) Higher pay.b) Exploiting individual strengths.c) A worse distribution of work.5. What is the name given to the well-known method of distributing work by means of a table with columns and rows?<ol style="list-style-type: none">a) CRMb) Asanac) Kanban6. What is a document repository?<ol style="list-style-type: none">a) is a space where documents are stored, managed and organized;b) is the activity in which members of the whole team can access them when needed;c) any format that supports digital files;7. Mention any ICT document management tool<ol style="list-style-type: none">a) DocuWareb) M-Filesc) LogicalDOC8. Which of the following are communication and collaboration tools?<ol style="list-style-type: none">a) Microsoft Office



	<p>b) Microsoft Teams c) Microsoft Collaboration</p> <p>9. Coordination and communication between teams is a complex and difficult issue to manage where:</p> <p>a) All members must do their part to ensure work success. b) Team members have nothing to do with work success. That is given by the profitability of the product. c) Job success depends only on what you know, not on how you communicate.</p> <p>10. Select two tips for improving effectiveness and fostering a good atmosphere within the area of team coordination and communication.</p> <p>a) Hold regular meetings. b) Do not hesitate to ask for and offer help if necessary. c) Always try to solve all problems on your own, if you ask for help, they will think you are not prepared for the position you are performing.</p> <p align="right"><small>Answers: 1c, 2a, 3a, 4b, 5c, 6a, 7a,b,c, 8b, 9a, 10a,b</small></p>
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