



Team Development & Conflict Management - 1 Day Workshop

Overview

Team development is a continuous process. This interactive workshop takes participants through the process of building and developing highly effective teams. The training will focus on topics such as team dynamics, team motivation, communicating effectively as a team, working with diverse personality types and conflict management. When conflict and difficult situations occur in the workplace it is important that they are managed in a professional way so that relationships do not break down.

This course provides participants with the opportunity to build confidence and the professional skills needed to work effectively with others and manage conflict in the workplace. This practical one day workshop is facilitated using group discussion, individual exercises and team activities.

Outcomes

Following this workshop delegates will have developed the skills to confidently build, develop and motivate a team to achieve success.

Content

Effective Teams

- Team Dynamics
- Team Morale & Motivation
- Management & Leadership Styles

Effective Team Communication

- The Barriers to Communication
- Communication Preferences
- Building Rapport
- Connecting With Others
- Communicating Change
- Overcoming the Resistance to Change

Problem Solving & Decision Making

- Structured Problem Solving
- Getting to the Core of the Problem
- Moving From Emotional to Rational
- The Four Steps to Rational Problem Solving
- Creative Problem Solving Tools
- Inclusive Decision Making

Managing Stress

- Definition of Workplace Stress
- The Benefits and Consequences of Stress
- Stress personality Types
- Managing Energy and Stress Levels
- Recognise the Signs of Stress in Others
- How We Respond (W + H = O)
- Quick and Easy De-stressing Techniques

Conflict Management

- Personal Beliefs & Values
- Sources of Conflict
- Conflict or Communication Failure?
- Perceptions, Emotions & Behaviour
- Responding in a Conflict Situation
- NLP Presuppositions
- Reaching Agreement & Creating Buy-in