



Crystal Lean Solutions

Training
Academy

Teamwork and Conflict Management



Teamwork and Conflict Management

DURATION:	1 Day
ACCREDITED BY:	Crystal Lean Solutions
COURSE CODE:	1007

AIM:

The aim of the programme is to provide you with the knowledge and skills to successfully manage engaged and trusting teams to deliver results.

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Describe the 4 stages of team dynamics
- ✿ Identify the 6 working genius that are working with your team and align their skills to ensure a successful team result.
- ✿ Recognise your own 2 preferences within team execution.
- ✿ Use constructive feedback processes to respect the individual to help support a change in behaviours when required.
- ✿ Provide constructive feedback when required.

THIS PROGRAMME IS FOR:

This programme is suitable for those looking to improve their leadership capabilities, to maximise a positive outcome when engaging and interacting with people, including:

- ✿ All Managerial Roles
- ✿ People Leaders
- ✿ Project Managers

PROGRAMME CONTENT:

- ✿ **Supporting your Teams**
 - Teams and Team Dynamics
 - Key drivers of a productive team (linking to previous day's content)
 - Tuckman's 5 stages of Team Building
 - Lencioni's The 6 types of Working Genius
 - Which working Genius are you?

Conflict Management

- Managing conflict and consideration to Myer Briggs personality preferences and influencing styles
- Feedback processes: Constructive, Developmental, and positive feedback processes and framework

ASSESSMENT:

Assignment 1: Complete a constructive feedback conversation using one of the frameworks provided and reflect on the process – what worked well, what didn't work well and what did you learn from the process.

Assignment 2: Complete Reflection Log

GRADING:

Completion of assignment 1 with an overall grading as follows, with a minimum expectation of 50% for certification.

Pass 50% to 64% Demonstrated fundamental knowledge and understanding of course material.

Merit 65% – 79% Demonstrated fundamental knowledge of course material and demonstrated ability to be able to apply in real-world situations.

Distinction: 80% - 100% Demonstrated deep understanding of the course material and application, being able to discuss the pros and cons of the course materials, theories and offer alternatives based on research.

PROGRAMME DELIVERY:

The programme is delivered in a classroom setting

TOTAL DURATION OF THE PROGRAMME INCLUDES:

Classroom training: 1 day
Self-directed learning: 8 hours

CERTIFICATION CRITERIA:

Completion of all training days on programme.
Complete and submit 2 written assignments on time.

CERTIFICATION BODY:

Crystal Lean Solutions

**RECOGNITION OF PRIOR
LEARNING (RPL):**

Please discuss directly at
info@crystalleansolutions.ie

PRE-REQUISITE:

None

**OTHER COURSES OF INTEREST FROM THE CLS TRAINING
ACADEMY:**



- ✿ Strategy Development
- ✿ Change Management with Emotional Intelligence
- ✿ Presentation and Communication Skills
- ✿ Human error Problem Solving
- ✿ Green Belt Training
- ✿ Scrum Training
- ✿ Project Management