Team Dynamics

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DURATION: 1 Day

ACCREDITATION: Crystal Lean Solutions

COURSE CODE: 1090

AIM:

This programme aims to strengthen participants' capability to work effectively within and lead diverse teams. By exploring team dynamics, conflict management, and constructive communication techniques, learners will build the confidence and skills to foster collaboration, address issues proactively, and contribute to high-performing team environments.

OBJECTIVES:

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

- Describe the characteristics of effective teams and the factors that drive team productivity.
- Explain key models of team development, including Tuckman's five stages, and apply these insights to support team performance.
- Identify and reflect on their individual strengths using The Six Types of Working Genius framework and recognise how diverse strengths contribute to team success.
- Recognise common sources of conflict within teams and use strategies to manage disagreements constructively.
- Consider different personality preferences (e.g., Myers-Briggs, Insights) and influencing styles when responding to conflict or stakeholder interactions.
- Apply structured feedback frameworks to deliver constructive, developmental, and positive feedback that improves performance and relationships.

THIS PROGRAMME IS FOR:

This programme is designed for individuals who work in or lead teams and want to strengthen their collaboration, conflict management, and communication skills to contribute to high-performing environments. Roles can include:

- Leaders
- Engineers
- Project Managers
- Operational Managers.

PROGRAMME CONTENT:

1. **Overview of Teams and High-Performing Team Characteristics**

2. **Supporting Your Teams**
   - Teams and team dynamics
   - Key drivers of team productivity
   - Tuckman's five stages of team development
   - *The Six Types of Working Genius*
   - Identifying your Working Genius profile
   - Practical application of Tuckman's team development model

3. **Introduction to Change Management**

4. **Conflict Management**
   - What conflict is and why it occurs
   - The three parts of a conflict conversation
   - Rethinking conflict and responding constructively
   - Feedback frameworks: constructive, developmental, and positive feedback
   - Considering personality preferences (Myers-Briggs, Insights) and influencing styles
   - The five conflict-management approaches
   - Practical application of conflict-management skills

ASSESSMENT: None

GRADING: Not Applicable

PROGRAMME DELIVERY: Classroom

TOTAL DURATION OF THE PROGRAMME INCLUDES: 1 Day

CERTIFICATION CRITERIA: Completion of all training days on programme

CERTIFICATION BODY: Crystal Lean Solutions

RECOGNITION OF PRIOR LEARNING (RPL): N/A

PRE-REQUISITE: None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:

☀ Situational Leadership

☀ Leader Standard Work

☀ Human Error Problem Solving

☀ Negotiation Skills

☀ Communication Skills

☀ Teamwork & Conflict Management

☀ Decision Making

☀ Commercial Acumen