High-Performance Team Collaboration and Communication Training Course



07 - 11 Dec 2026

Milan

5900 € (Per Person)

Ref: #CW1724_24054

Course Introduction / Overview:

In today's interconnected and fast-paced business environment, the success of any organization hinges on the effectiveness of its teams. Individual brilliance is no longer sufficient; it is the collective intelligence and synergistic collaboration of a team that drives innovation, productivity, and sustainable growth. This course delves into the intricate dynamics of creating and sustaining high-performance teams. Drawing upon foundational theories such as Patrick Lencioni's model in his influential book, "The Five Dysfunctions of a Team," we will explore the critical pillars of trust, constructive conflict, commitment, accountability, and a focus on collective results. Participants will move beyond theoretical knowledge to gain practical, actionable strategies for enhancing communication, navigating complex interpersonal dynamics, and fostering an environment of psychological safety where every member feels empowered to contribute their best. BIG BEN Training Center has designed this program to equip leaders and team members with the essential skills to transform a group of individuals into a cohesive, high-achieving unit, capable of overcoming challenges and exceeding organizational goals. This journey is about building teams that are not just effective, but resilient and adaptable for the future.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Project Managers and Program Coordinators.
- Department Heads and Functional Managers.
- Scrum Masters and Agile Coaches.
- Human Resources and L&D Professionals.
- Cross-functional team members seeking to improve collaboration.
- Newly formed teams aiming to establish a strong foundation.
- Existing teams looking to enhance their performance and dynamics.

Target Sectors and Industries:

- Information Technology and Software Development.
- Healthcare and Pharmaceutical sectors.
- Banking, Finance, and Insurance.
- Engineering and Construction.
- Telecommunications and Media.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Governmental agencies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Project Management Office (PMO).
- Human Resources and Talent Development.
- Research and Development (R&D).
- Operations and Production.
- Sales and Marketing.
- Customer Service and Support.
- Information Technology (IT) and Engineering.
- Finance and Administration.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze and diagnose team dynamics using established frameworks.
- Implement strategies to build and maintain psychological safety and trust.
- Master active listening and articulate communication techniques for clarity.
- Facilitate constructive dialogue and manage disagreements productively.
- Apply various conflict resolution models to different team situations.
- Lead effective meetings that result in clear decisions and actions.
- Develop a culture of shared accountability and commitment to team goals.
- Provide and receive constructive feedback to foster continuous improvement.
- Enhance collaboration within virtual, hybrid, and in-person team settings.
- Utilize decision-making frameworks to ensure inclusive and efficient outcomes.

Course Methodology:

The training methodology employed by BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants can immediately apply their learning in the workplace. We believe that adult learning is most effective when it is experiential and directly relevant to real-world challenges. Therefore, this course moves beyond traditional lectures to incorporate a rich blend of learning techniques. A significant portion of the training will be dedicated to hands-on activities, including realistic case study analyses, group problem-solving exercises, and dynamic role-playing scenarios that simulate common team challenges. Facilitated group discussions and peer-to-peer feedback sessions will encourage the sharing of diverse perspectives and experiences. Participants will engage with diagnostic tools to assess their own communication styles and team dynamics. The facilitator will act as a guide, providing expert insights, personalized coaching, and creating a supportive environment where participants can practice new skills and strategies with confidence. This blended approach ensures a deep understanding of the concepts and builds the competence needed to drive high performance back in their organizations.

Course Agenda (Course Units):

Unit One: Foundations of High-Performance Teams

- Defining the characteristics of a high-performance team.
- Understanding the stages of team development (Tuckman's Model).
- Exploring the five dysfunctions of a team by Patrick Lencioni.
- The critical role of psychological safety in fostering innovation.
- Establishing clear team charters, roles, and responsibilities.
- Setting SMART goals and aligning on a shared team vision.
- Assessing current team performance and identifying areas for growth.

Unit Two: Mastering Communication Dynamics

- The core principles of effective interpersonal communication.
- Understanding different communication styles (e.g., DiSC model).
- Developing advanced active listening and empathetic inquiry skills.
- The art of clear, concise, and impactful messaging.
- Navigating non-verbal cues and body language in team settings.
- Establishing communication protocols for in-person and virtual teams.
- Techniques for running efficient and engaging team meetings.

Unit Three: Building a Collaborative and Cohesive Unit

- Strategies for building and rebuilding trust within a team.
- Fostering an environment of mutual respect and inclusion.
- Techniques for effective brainstorming and idea generation.
- Implementing structured decision-making processes (e.g., consensus, voting).
- Leveraging diversity as a strength for creativity and problem-solving.
- Promoting cross-functional collaboration and breaking down silos.
- Activities and exercises for strengthening team cohesion.

Unit Four: Navigating Conflict and Cultivating Feedback

- Differentiating between constructive and destructive conflict.
- Applying the Thomas-Kilmann Conflict Mode Instrument (TKI).
- Strategies for mediating disputes between team members.
- Creating a culture where constructive feedback is welcomed.
- The SBI (Situation-Behavior-Impact) model for giving feedback.
- Techniques for receiving feedback gracefully and without defensiveness.
- Turning difficult conversations into opportunities for growth.

Unit Five: Sustaining Performance and Future-Proofing the Team

- Developing a culture of continuous improvement and learning.
- Empowering team members through delegation and autonomy.
- Recognizing and celebrating individual and team achievements.
- Strategies for managing change and maintaining team resilience.
- Adapting collaboration techniques for hybrid and remote work environments.
- Conducting effective team retrospectives and after-action reviews.
- Creating a personal action plan for implementing course learnings.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a team maintain psychological safety and high-performance during periods of significant organizational change or crisis?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond surface-level communication tips and team-building games to address the fundamental human dynamics that underpin team performance. We focus on the "why" behind team behavior, integrating established psychological principles with practical, real-world application. Unlike programs that offer a one-size-fits-all solution, our curriculum emphasizes diagnostic skills, enabling participants to accurately assess their team's unique challenges and apply targeted interventions. The emphasis on psychological safety as the foundational element for trust, constructive conflict, and innovation is a core differentiator, reflecting the most current research in organizational behavior. Furthermore, the course content is structured as a progressive journey, building skills layer by layer, from individual communication mastery to complex conflict resolution and strategic team alignment. The methodology is heavily weighted towards experiential learning, ensuring that participants don't just learn the theory but actively practice the skills in a safe and supportive environment. The ultimate goal is not a temporary boost in morale, but the cultivation of sustainable habits and a resilient team culture that can thrive amidst complexity and change.