Conflict Resolution and Team Dynamics for Workplaces Training Course



21 - 25 Dec 2026

Milan

5900 € (Per Person)

Ref: #PRO4108_120390

Course Introduction / Overview:

This course provides a comprehensive framework for transforming workplace conflict into a catalyst for growth and strengthening team dynamics. In today's collaborative environments, the ability to navigate disagreements constructively and foster cohesive teams is no longer a soft skill but a core business competency. This program moves beyond theoretical concepts to offer practical, actionable strategies for managing interpersonal challenges and building high-performing teams. We will explore the foundational principles of conflict theory and team development, drawing on the influential work of experts like Patrick Lencioni, author of the renowned book "The Five Dysfunctions of a Team". Participants will learn to identify the root causes of conflict, apply proven resolution models, and cultivate an environment of psychological safety and trust. BIG BEN Training Center has designed this immersive experience to equip leaders and team members with the tools to not only resolve disputes but also to proactively build a resilient, communicative, and productive workplace culture, ensuring that team synergy is maximized and organizational goals are achieved efficiently. This training is an investment in creating a more harmonious and effective organizational climate.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Project Managers and Program Managers.
- Human Resources Professionals and Business Partners.
- Department Heads and Functional Managers.
- Employees at all levels seeking to improve their interpersonal skills.
- Newly appointed managers and team leads.
- Customer Service and Client-Facing Professionals.
- Anyone involved in cross-functional team collaboration.

Target Sectors and Industries:

- Technology and Information Services.
- Healthcare and Pharmaceutical sectors.
- Banking, Finance, and Insurance.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Governmental bodies and Public Sector organizations.
- Consulting and Professional Services.
- Non-Profit and Educational Institutions.

Target Organizations Departments:

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

Course Offerings:

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

- Identify the early signs of workplace conflict and its root causes.
- Apply various conflict resolution styles appropriate to different situations.
- Utilize active listening and assertive communication techniques to de-escalate tensions.
- Facilitate constructive dialogue between conflicting parties.
- Understand and navigate the stages of team development effectively.
- Implement strategies to build trust and psychological safety within a team.
- Address the five key dysfunctions that hinder team performance.
- Foster a culture of healthy debate and constructive feedback.
- Manage difficult conversations with confidence and professionalism.
- Develop a personal action plan to apply these skills in their workplace.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that learning is both engaging and directly applicable to real-world workplace challenges. We move away from traditional lecture-based formats to a dynamic workshop environment where participants learn by doing. The course heavily incorporates practical exercises, including role-playing scenarios that simulate common workplace conflicts and team challenges, allowing participants to practice new skills in a safe and supportive setting. We utilize case studies drawn from various industries to analyze complex situations and brainstorm effective solutions. Group discussions and collaborative problem-solving activities encourage peer-to-peer learning and the sharing of diverse perspectives. Self-assessment tools will be used to help participants understand their own conflict management styles and team behavior preferences. Our expert facilitators provide personalized coaching and constructive feedback throughout the sessions, ensuring that each individual can build confidence and master the techniques taught. The focus is on translating theoretical models into practical competencies that can be immediately implemented to foster a more productive and harmonious work environment.

Course Agenda (Course Units):

Unit One: Foundations of Workplace Harmony

- Understanding the nature and sources of workplace conflict.
- Differentiating between healthy and unhealthy conflict.
- The impact of conflict on productivity and employee morale.
- Introduction to team dynamics and group behavior.
- Tuckman's stages of group development (Forming, Storming, Norming, Performing).
- The role of emotional intelligence in managing relationships.
- Self-assessment of personal conflict management styles.

Unit Two: Core Communication Skills for Resolution

- The art of active and empathetic listening.
- Decoding non-verbal cues and body language.
- Techniques for assertive, non-aggressive communication.
- The power of asking clarifying and powerful questions.
- Structuring difficult conversations for positive outcomes.
- Giving and receiving constructive feedback effectively.
- Avoiding common communication pitfalls in tense situations.

Unit Three: Models and Strategies for Conflict Resolution

- Exploring the Thomas-Kilmann Conflict Mode Instrument (TKI).
- Applying the five conflict handling styles (Competing, Collaborating, Compromising, Avoiding, Accommodating).
- Basic principles of negotiation and finding common ground.
- Introduction to workplace mediation techniques.
- De-escalation strategies for emotionally charged situations.
- Problem-solving frameworks for reaching mutually acceptable solutions.
- Documenting agreements and ensuring follow-through.

Unit Four: Building and Leading High-Performing Teams

- Analyzing Patrick Lencioni's "The Five Dysfunctions of a Team".
- Strategies for building foundational trust among team members.
- Techniques for mastering conflict and encouraging healthy debate.
- Fostering commitment and buy-in to team decisions.
- Promoting a culture of peer-to-peer accountability.
- Focusing on the achievement of collective results.
- Practical exercises for strengthening team cohesion.

Unit Five: Sustaining a Positive and Productive Culture

- Managing difficult personalities and challenging behaviors within a team.
- Addressing cross-cultural and diversity-related conflicts.
- Creating and maintaining a culture of psychological safety.
- The leader's role in modeling constructive conflict behavior.
- Developing team charters and ground rules for interaction.
- Tools for continuously monitoring and improving team dynamics.
- Creating a personal and team-based action plan for implementation.

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 an organization systemically embed conflict resolution skills into its culture, moving beyond individual training to create a truly resilient and collaborative environment?

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

This course distinguishes itself by holistically integrating two critical and interdependent pillars of organizational health, conflict resolution and team dynamics, into a single, cohesive curriculum. Unlike programs that treat these topics in isolation, we explore their intricate relationship, demonstrating how effective conflict management is the bedrock of high-performing teams. Our approach is deeply practical, moving beyond theory to focus on behavioral change through immersive role-playing, real-world case studies, and personalized feedback. We uniquely blend seminal academic models, such as Tuckman's stages of team development and Patrick Lencioni's framework on team dysfunction, with actionable communication and mediation techniques. This provides participants with a robust and versatile toolkit. The emphasis is not merely on resolving disputes as they arise but on cultivating a proactive culture of psychological safety and open dialogue where constructive disagreement is welcomed as a catalyst for innovation. Participants leave not just with a set of skills, but with a strategic mindset to transform their team's culture, fostering an environment where collaboration thrives and conflicts are leveraged for growth rather than being a source of disruption.