Training Course on Improving Team Relations at Work

Professional Development Training Course Outline

Category	Human Resource Management	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's rapidly evolving business landscape, the ability to foster strong team cohesion, effective workplace communication, and a positive collaborative environment is paramount to organizational success. Training Course on Improving Team Relations at Work is meticulously designed to equip individuals and teams with the essential skills and strategies to navigate interpersonal dynamics, resolve conflict resolution, and build a foundation of mutual respect and understanding. By focusing on key areas such as emotional intelligence, active listening, and trust building, this course empowers participants to transform their workplace interactions, leading to increased productivity, enhanced employee engagement, and a more harmonious and supportive organizational culture. Investing in improved team relations is not just about mitigating challenges; it's about unlocking the collective potential of your workforce and driving sustainable growth through powerful teamwork strategies and a commitment to positive work culture.

This highly interactive and practical course delves into the core principles of effective team dynamics, providing actionable insights and tools that can be immediately implemented. Participants will explore the nuances of interpersonal relationships, learn proven techniques for managing team conflict, and develop their abilities in collaborative problem-solving. Through engaging activities, real-world case studies, and facilitated discussions, attendees will gain a deeper understanding of their own communication styles and learn how to adapt them to foster stronger connections with colleagues. Ultimately, this training aims to cultivate a workplace where psychological safety thrives, diversity and inclusion are valued, and every team member feels empowered to contribute their best, leading to significant improvements in overall organizational effectiveness and a more positive and productive work environment characterized by strong employee morale and reduced workplace stress.

Programme Curriculum

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Course Objectives:

1. Master effective communication strategies for clear and concise information exchange within teams.
2. Develop active listening skills to enhance understanding and build stronger rapport among team members.
3. Implement proven conflict resolution techniques to address disagreements constructively and efficiently.
4. Cultivate emotional intelligence in the workplace to navigate interpersonal interactions with empathy and self-awareness.
5. Foster trust and psychological safety within teams to encourage open communication and vulnerability.
6. Enhance team collaboration and synergy through shared goals and mutual support.

7. Improve interpersonal relationship building skills to create stronger connections with colleagues.
8. Learn practical strategies for managing team dynamics and addressing challenging behaviors.
9. Promote diversity and inclusion in teams to leverage different perspectives and experiences.
10. Develop skills in giving and receiving feedback effectively for continuous improvement.
11. Understand the principles of team leadership and motivation to inspire and guide colleagues.
12. Apply collaborative problem-solving techniques to generate innovative solutions as a team.
13. Build a positive work culture that fosters respect, appreciation, and a sense of belonging.

Target Audience:

1. Team Leaders and Managers
2. Project Managers
3. Supervisors
4. Human Resources Professionals
5. Individual Contributors
6. Cross-Functional Teams
7. New Employees
8. Employees in Conflict-Prone Environments

Course Duration

- 10 days

Course Modules

Module 1: Foundations of Effective Team Relations

- Defining high-performing teams and their characteristics
- Understanding the importance of positive team dynamics
- Identifying common challenges in team relationships
- Exploring the impact of team relations on organizational success
- Setting the stage for personal and team growth

Module 2: Mastering Workplace Communication

- Principles of clear and concise verbal communication.
- The power of non-verbal cues in team interactions.
- Strategies for effective written communication in a team setting.
- Overcoming communication barriers and misunderstandings.
- Practicing active listening techniques for better comprehension.

Module 3: The Art of Active Listening

- Developing empathy and understanding through listening.
- Techniques for focusing attention and minimizing distractions.
- Asking clarifying questions to ensure accurate interpretation.
- Providing verbal and non-verbal cues of engagement.

- Summarizing and reflecting to confirm understanding.

Module 4: Understanding and Managing Conflict

- Identifying different sources and types of workplace conflict.
- Adopting a constructive mindset towards conflict resolution.
- Exploring various conflict resolution styles and their effectiveness.
- Implementing a step-by-step process for resolving disagreements.
- Learning negotiation and mediation skills within a team context.

Module 5: Cultivating Emotional Intelligence at Work

- Understanding the five components of emotional intelligence.
- Developing self-awareness of one's own emotions and their impact.
- Practicing self-regulation in challenging team situations.
- Building social awareness and empathy towards colleagues.
- Enhancing relationship management skills for stronger connections.

Module 6: Building Trust and Psychological Safety

- Defining trust and its crucial role in team performance.
- Identifying behaviors that build or erode trust within a team.
- Creating an environment of psychological safety for open communication.
- Encouraging vulnerability and authentic expression among team members.
- Establishing clear expectations and accountability within the team.

Module 7: Enhancing Team Collaboration and Synergy

- Understanding the principles of effective collaboration.
- Identifying individual strengths and leveraging them for team goals.
- Implementing strategies for shared decision-making and problem-solving.
- Fostering a sense of shared ownership and responsibility.
- Utilizing collaborative tools and technologies effectively.

Module 8: Improving Interpersonal Relationship Building

- Understanding different personality types and communication styles.
- Building rapport and connection with colleagues.
- Practicing empathy and perspective-taking.
- Developing skills in building and maintaining positive relationships.
- Navigating challenging interpersonal dynamics with professionalism.

Module 9: Managing Team Dynamics and Challenging Behaviors

- Identifying common challenging behaviors in team settings.
- Developing strategies for addressing difficult conversations.
- Setting boundaries and managing expectations effectively.
- Providing constructive feedback on behavioral issues.
- Knowing when and how to escalate unresolved conflicts.

Module 10: Promoting Diversity and Inclusion in Teams

- Understanding the benefits of diversity and inclusion in the workplace.
- Recognizing and addressing unconscious biases.
- Creating an inclusive environment where all voices are valued.
- Promoting equitable opportunities and treatment for all team members.
- Fostering cultural sensitivity and awareness within the team.

Module 11: The Power of Effective Feedback

- Understanding the importance of regular and constructive feedback.
- Learning the principles of giving effective feedback (SBI model, etc.).
- Developing skills in receiving feedback openly and constructively.
- Creating a culture of continuous feedback and improvement.
- Using feedback to enhance individual and team performance.

Module 12: Team Leadership and Motivation

- Exploring different leadership styles and their impact on teams.
- Identifying key motivators for team members.
- Setting clear goals and providing direction for the team.
- Recognizing and celebrating team achievements.
- Empowering team members and fostering autonomy.

Module 13: Collaborative Problem-Solving Techniques

- Identifying and defining team problems effectively.
- Brainstorming and generating creative solutions collaboratively.
- Evaluating and selecting the best solutions as a team.
- Developing action plans and assigning responsibilities.
- Implementing and evaluating the effectiveness of solutions.

Module 14: Building a Positive and Engaging Work Culture

- Defining the elements of a positive work culture.
- Promoting open communication and transparency.
- Encouraging recognition and appreciation among team members.
- Fostering a sense of community and belonging.
- Leading by example and championing positive cultural values.

Module 15: Action Planning and Continuous Improvement

- Identifying key takeaways and applying them to individual roles
- Developing a personal action plan for improving team relations
- Establishing metrics for measuring the impact of improved relations
- Creating a framework for continuous learning and development
- Sustaining positive team dynamics over the long term

Training Methodology

- **Interactive Workshops**: Engaging sessions that combine concise theoretical presentations with facilitated discussions and interactive exercises.
- **Group Activities & Team-Based Challenges**: Collaborative tasks designed to foster teamwork, communication, and problem-solving skills in a safe environment.
- **Real-Life Case Studies**: Analysis of actual workplace scenarios to identify challenges and explore effective strategies for improving team relations.
- **Practical Skill-Building Exercises**: Focused activities aimed at developing specific skills such as active listening, conflict resolution, and giving effective feedback.
- **Open Forum Discussions**: Opportunities for participants to share their experiences, ask questions, and learn from the diverse perspectives within the group.
- **Role-Playing Scenarios**: Simulated workplace interactions that allow participants to practice new communication and conflict resolution techniques in a low-stakes setting.
- **Personalized Action Planning**: Guided sessions to help participants identify specific actions they can take to improve team relations in their own context.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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