



*Training Course:
Working in Team, Enhancing Team Skills*

*14 - 18 December 2026
Milan (Italy)*

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Training Course code: PS1130 From: 14 - 18 December 2026 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

A truth about life is our interdependence. Everything we accomplish within an organization is through the efforts of people working together. In spite of our technological advances, our competitive advantage lies in our ability to work effectively with other people.

The premise of this program is that organizations are much more healthy and productive when their relationships are strong and people work together. In a highly interactive environment, team members enjoy their work while learning principles and skills to ensure that they communicate, resolve conflicts, solve problems, make decisions and maintain a positive work environment. In this course we will cover:

- Fundamentals of high-performance teams
- Giving and receiving effective feedback
- Group dynamics and team decision making
- Team problem solving and conflict resolution
- Time management

Course Objectives

- Study effective team operations
- Analyze effective communications strategies
- Understand how to give and receive effective feedback
- Consider effective team dynamics and decision making
- Explore team problem solving and conflict resolution mechanisms
- Examine time management and personal productivity

Target Audience

This program is designed for:

- Team leaders and supervisors responsible for managing and guiding teams.
- Managers seeking to enhance team performance, collaboration, and productivity.
- Employees working in team-based environments who want to improve communication and interpersonal skills.
- Project team members involved in cross-functional collaboration.
- HR and learning & development professionals focusing on building high-performance teams.
- Individuals aiming to strengthen their skills in teamwork, conflict resolution, and workplace communication.

Course Outlines

Day 1: Fundamentals of High-Performance Teams

- Analyzing the basics of team operations

- Obtaining the benefits of teams
- Considering the four types of teams
- Building team performance
- Understanding the role of the team leader

Day 2: Basic Communication

- The basics of face-to-face communication
- Creating effective oral communication
- Making successful presentations
- Understanding the skill of active listening
- Overcoming barriers to communications

Giving and Receiving Feedback

- Learning to give effective feedback to others with scripts
- Receiving critical feedback effectively
- Understanding positive and negative attitudes
- Dealing with difficult employees
- Understanding why employees can be difficult
- Utilizing the Thomas-Kilmann conflict mode instrument
- Analyzing the various styles for influencing
- Feedback at Johnson and Johnson

Day 3: Group Dynamics

- Building high-performance team dynamics
- Avoiding ineffective team dynamics
- Rating your team's group process
- Understanding different team player styles
- Examining critical team member competencies

Team Decision Making

- Examining a team decision-making model
- Utilizing the Vroom-Yetton leadership model
- Considering methods of group decision making
- Inspecting benefits and drawbacks of group decision methods
- Overcoming barriers to effective decision making

Day 4: Team Problem Solving

- Defining creative problem solving
- Appreciating the difference between left and right brain thinking
- Obtaining the benefits of brainstorming
- Making use of DeBono's six thinking hats
- Considering Von Oech's work on overcoming mental locks
- Applying the four roles of the creative process

Conflict Resolution

- Understanding constructive vs. destructive conflict

- Obtaining the benefits of positive conflict
- Digging down to the roots of conflict
- Employing an effective conflict management model
- Examining the 5 styles for dealing with conflict

Day 5: Time Management

- Managing time on a daily basis
- Understanding why people procrastinate
- Setting personal goals in all key areas to guide the use of your time
- Employing an effective goal setting formula
- Understanding the principles of achievement
- Using the key to your power
- Examining the impact of your belief system
- Changing your limiting beliefs

Registration form on the Training Course: Working in Team, Enhancing Team Skills

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