

## Teams in Conflict

*“Through the clash of differing opinions – the spark of truth will arise.”*

Once teams have established their common purpose and the team members have identified the tasks that need to be addressed, a team dynamic – often referred to as storming – will generally occur. People will often begin challenging one another (either directly or indirectly) in an attempt to clarify the way in which the goals are best achieved and the roles and responsibilities of the individuals involved. If this dynamic is not experienced as a positive and constructive process, it can lead to withdrawal or confrontation by team members and competition rather than collaboration in the team.

The best strategy at this stage is often to invest time building trust and exploring individual differences with the goal of exploiting those differences to increase creativity and innovation and achieve the desired business results. The objective of this workshop is to help international teams deal with differences constructively.

### Objectives

At the end of this workshop participants will be able to:

- describe the influences of culture on their team dynamics.
- identify their preferred style and approach to dealing with conflict and the impact this may have on other team members.
- adapt their communication and listening style with others to improve group decision-making and problem-solving processes.
- clarify and define critical team processes.
- recognize that conflict is a natural, healthy communication process that can increase collaboration and lead to change.

### Content

- Developing trust and a collaborative climate
- Appropriate assertiveness and the use of “I” statements
- Conflict styles (Intercultural Conflict Style Inventory©)
- Facilitated concerns exchange
- Individual and group dialog around roles and responsibilities
- Clarifying and defining critical team processes
- Creating a feedback culture

### Learning Methodology

The participants will be asked to participate in a personal interview before the workshop and come ready to engage in dialog.

The workshop will involve experiential-based learning (indoor or outdoor) activities with debriefings and one-on-one / group dialog.

The team should commit to meet again and review the learning and any actions agreed upon during the workshop.

### Workshop

This is a three-day workshop for a group of up to 16 participants working with two Clarion Learning consultants at an offsite location.