

# Resolving Team Tension

Tension among work colleagues is something which most of us will have experienced in some shape or form. Tension needn't be a bad thing though. Healthy tensions exist in teams where diverse views and approaches are accommodated and encouraged. This can make a team more productive and efficient.

In contrast, a team which exhibits unhealthy tension between team members can quickly become dysfunctional. A manager's job is therefore two-fold: managing any tensions which arise and creating an environment in which such tensions can be allowed to develop for the good of the team.

## Description

Aimed at new, emerging and experienced leaders, this topic will demonstrate the value of trust and harmony in a team environment. You'll learn about Lencioni's '5 dysfunctions of a team', exploring how undesirable behaviours can undermine team performance. They are fear of conflict, lack of commitment, avoidance of accountability, inattention to results and an absence of trust. These can result in ambiguity, false consensus and low-quality standards across a team.

You'll learn how to recognise the triggers and causes for these unhealthy tensions and how to resolve them without compromising your team's diversity. Allowing for an honest dialogue when disagreements arise among the team is part of this, as is encouraging team members to be open about their particular weaknesses and vulnerabilities.

## What does it involve?

This topic features a 3.5-hour workshop in which you'll be introduced to the tools and techniques for maintaining team harmony and encouraging healthy intellectual tension. You'll also consider the causes and symptoms of tension and how this can affect team performance.

In advance of the workshop, there is a 1-hour task to be completed, in which you assess the current tensions in your team, in relation to Lencioni's model. After the workshop, you will be expected to use what you have learned to consider how best to deal with the unhealthiest tensions you previously identified.

## What's the outcome?

By completing this topic, you'll be able to resolve tension within your team quickly and confidently, maximising its performance. You'll be able to create the conditions within which all employees can demonstrate their full capability and realise their potential. The tools and techniques learned during the workshop will help you achieve this – but so will having the confidence to create a working environment where differing views and approaches are encouraged and managed.

## Learning activities




Online  
resources



Workshop

## Delivery method:

F2F 

VLE 

## Estimated learning time:

4 hours 15 minutes

## How to book

[bookings.governmentcampus.co.uk](https://bookings.governmentcampus.co.uk)

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