JUPITER PRIME
Consulting • Training • Advisory
جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Team Lead Soft Skills in Conflict Mediation Training Course

29 March – 9 April 2027
Milan

Team Lead Soft Skills in Conflict Mediation Training Course

Ref: 946_35839 **Date:** 29 March – 9 April 2027 **Location:** Milan **Fees:** 11100 GBP

Team Lead Soft Skills in Conflict Mediation is a 2-week training course for experienced team leads and senior individual contributors who step in when colleagues clash, and it produces a personal mediation development plan. Hybrid teams, flatter structures and tighter deadlines now surface friction between peers faster than formal grievance routes can absorb it. Jupiter Prime Training frames this course around the lead who must settle disputes without losing trust on either side.

Why Team Lead Soft Skills in Conflict Mediation Matters Now

Three forces shape this subject today. Work spread across sites and time zones removes the hallway conversation that once defused tension early. Teams mix generations and cultures, so the same remark lands differently with each listener. And employees expect a fair hearing before a quarrel becomes a formal complaint. A lead who mediates well keeps projects moving and protects psychological safety; one who avoids or mishandles friction sees attrition, silent disengagement and escalations to HR. The course draws on the Thomas-Kilmann Conflict Mode Instrument TKI, interest-based negotiation and the four-domain model of emotional intelligence.

Who Gains Most from Team Lead Soft Skills in Conflict Mediation

- Leads accountable for keeping a delivery squad productive while personalities collide
- Senior specialists who coordinate peers without line authority over them
- Shift and site supervisors who settle rota, workload and recognition disputes
- HR business partners who coach line leads through employee relations cases
- Project coordinators who broker agreement between functions with rival priorities

Operations, engineering and customer service units gain most when several of their leads attend together and agree a shared vocabulary for raising and resolving disagreement.

Team Lead Soft Skills in Conflict Mediation Capabilities

Participants leave able to read the emotional temperature of a dispute, choose a mediation stance and steer colleagues towards an agreement both can keep.

- Assess the stage and intensity of a peer dispute using an escalation ladder — whether to intervene now or later
- Apply active listening and reframing in a joint mediation meeting — the two colleagues in conflict
- Weigh interests against positions to design options both parties accept — the team's shared deliverables
- Build influence without authority through reciprocity and credibility — cross-functional peers and sponsors
- Communicate difficult feedback with emotional regulation and clear requests — the individual and their manager
- Specify personal growth goals and practice routines in a development plan — the participant's line manager

Key Team Lead Soft Skills in Conflict Mediation Terms

- Interest-based mediation — a facilitated conversation that moves parties from stated demands to the underlying needs both can satisfy.
- Emotional hijack — a moment when strong emotion overrides reasoning, narrowing attention and prompting reactions a person later regrets.
- Reframing — restating a hostile or blaming remark in neutral language that names the concern without the accusation.
- Escalation ladder — a staged model of how a disagreement hardens from tension to open hostility, guiding when to step in.
- Psychological safety — a shared belief that colleagues can speak up, admit errors or disagree without fear of humiliation.
- Influence without authority — gaining cooperation from peers through trust, reciprocity and expertise rather than positional power.

Team Lead Soft Skills in Conflict Mediation Day by Day

Day 1: Roots of Workplace Friction

- Sources of Peer Conflict Mapping — Where Friction Starts in the Team
- Task Versus Relationship Conflict — Which Disputes Help or Harm Output
- Escalation Ladder Model — Judging When a Lead Should Step In
- Hidden Costs of Unresolved Disputes — Building the Case for Early Action
- Personal Conflict History Reflection — Recognising One's Own Default Reactions

Day 2: Emotional Intelligence Under Pressure

- Four-Domain Emotional Intelligence Model — Locating Strengths and Blind Spots
- Emotional Hijack Triggers — Spotting Early Signs in Self and Others
- Pause and Label Technique — Regaining Composure Before Responding
- Empathic Accuracy Exercises — Reading Unspoken Concerns in Colleagues
- Stress Signature Profiling — Adjusting Behaviour During Deadline Crunches

Day 3: Conflict Styles and Choices

- Thomas-Kilmann Conflict Mode Instrument — Choosing Between Five Response Modes
- Style Clash Analysis — Predicting Friction Between Different Personalities
- Avoidance Cost Review — Deciding When Silence Makes Matters Worse
- Assertiveness Without Aggression — Stating Needs While Keeping Goodwill
- Cultural Lenses on Disagreement — Adapting Directness to Mixed Teams

Day 4: Listening and Reframing

- Active Listening Loop — Confirming Meaning Before Offering Solutions
- Reframing Hostile Statements — Lowering Heat Without Dismissing Concerns
- Open Question Ladders — Uncovering Needs Behind Fixed Demands
- Nonverbal Cue Reading — Detecting Mismatch Between Words and Tone
- Summarising for Agreement — Locking In Shared Understanding at Each Step

Day 5: Structured Peer Mediation

- Five-Stage Mediation Meeting Structure — Running a Fair Joint Conversation
- Separate Pre-Meetings With Each Party — Preparing Both Sides for Dialogue
- Ground Rules and Neutral Stance — Protecting Trust in the Facilitator
- Interest Versus Position Mapping — Finding Room for Mutual Gain
- Written Resolution Note — Recording Commitments Both Parties Accept

Day 6: Influence Without Authority

- Stakeholder Influence Grid — Prioritising Whom to Engage First
- Reciprocity and Currency Exchange — Trading Value With Cross-Functional Peers
- Credibility Building Habits — Earning Trust Before Asking for Support
- Persuasive Framing Techniques — Aligning a Request With Others' Goals
- Coalition Building Steps — Securing Backing for a Contested Proposal

Day 7: Difficult Conversations and Feedback

- Situation Behaviour Impact Feedback — Naming Issues Without Personal Attack
- Preparing for Charged Conversations — Scripting Openings and Likely Pushback
- Handling Defensiveness and Tears — Keeping Dialogue Productive and Humane
- Clear Request Formulation — Turning Complaints Into Agreed Next Actions
- Follow-Up Check-Ins — Confirming Change Has Actually Taken Hold

Day 8: Collaboration and Adaptability

- Team Charter Co-Creation — Setting Norms That Prevent Repeat Disputes
- Psychological Safety Indicators — Gauging Whether People Feel Able to Speak
- Change Reaction Curve — Supporting Colleagues Through Shifting Priorities
- Remote Team Friction Patterns — Resolving Disputes Across Screens and Sites
- Escalation to HR Thresholds — Recognising Cases Beyond a Lead's Remit

Day 9: Mediation Rehearsal Across Sectors

- Hospital Ward Rota Dispute Simulation — Balancing Fairness and Patient Cover
- Engineering Handover Clash Simulation — Restoring Trust Between Shift Crews
- Observer Feedback Protocol — Sharpening Technique Through Peer Critique
- Recovering From Mediation Missteps — Repairing Rapport After an Error
- Personal Effectiveness Audit — Spotting Habits That Help or Hinder

Day 10: Practising the Personal Mediation Development Plan

- Emotional Intelligence Self-Rating Revisited — Measuring Shifts Since Day Two
- Conflict Style Flex Goals — Targeting Underused TKI Modes
- Influence Map for the Coming Quarter — Planning Key Peer Relationships
- Practice Routines and Accountability Partner — Sustaining New Mediation Habits
- Personal Mediation Development Plan Sign-Off — Agreeing Goals With a Line Manager

Applying Team Lead Soft Skills in Conflict Mediation After the Course

- Facilitate one structured peer mediation using the five-stage meeting format and record the resolution note.
- Co-create a team charter with colleagues that sets norms for raising disagreement early.

Team Lead Soft Skills in Conflict Mediation Questions FAQ

What are team lead soft skills in conflict mediation and why do they matter now?

They are the emotional, listening and influencing skills a lead uses to settle disputes between peers. Dispersed teams and mixed cultures raise friction faster than formal routes can handle, so a lead who mediates early keeps trust, morale and delivery intact.

Which roles gain most from team lead soft skills in conflict mediation?

Experienced team leads, senior specialists who coordinate peers, shift supervisors and HR business partners gain most. Each regularly faces disputes they cannot escalate every time and must resolve while staying credible with both parties.

How does team lead soft skills in conflict mediation differ from a general emotional intelligence course?

It applies emotional intelligence to one demanding task, mediating between colleagues. A general emotional intelligence course builds self-awareness broadly, while this one rehearses structured mediation meetings, reframing and influence without authority in realistic workplace disputes.

What do you bring back from team lead soft skills in conflict mediation?

You bring back a personal development plan with conflict style goals, an influence map and practice routines. You also return with a tested mediation meeting structure and resolution note format ready for your next team dispute.

Team Lead Soft Skills in Conflict Mediation: The Way Forward

The personal mediation development plan first informs which recurring dispute a lead tackles in the coming month and which conflict style to stretch. The participant and their line manager use it at regular check-ins to track progress. After the first mediation, revisit the influence map and adjust which peer relationships need more investment before the next disagreement arises.