

KOENIG SOLUTIONS • COURSE OUTLINE

Team Lead Skills: Feedback, Conflict & EQ

Learn to communicate effectively, give and receive feedback, resolve conflict and lead with emotional intelligence as a team lead.

16 Hours

DURATION

9

MODULES

25

TOPICS

COURSE OVERVIEW

This interactive training equips team leads with essential soft skills to build trust, foster collaboration, handle feedback and conflict effectively, and inspire teams through emotionally intelligent leadership and communication.

WHO THIS COURSE IS FOR

This training is designed for professionals in supervisory roles who aim to enhance their interpersonal effectiveness, foster team trust, and lead effectively

LEARNING OBJECTIVES

- Explain the role of soft skills in team leadership
- Apply assertive communication and active listening techniques
- Deliver feedback while avoiding common managerial pitfalls
- Receive feedback without becoming defensive
- Compare conflict resolution styles such as Avoider and Collaborator
- Identify sources of team conflict and resolution strategies
- Apply emotional intelligence concepts to manage stress and triggers
- Plan approaches for fostering innovation and managing change

TRAINING APPROACH

Participant Involvement: We will introduce regular opportunities for participant involvement, including discussions, feedback sessions, and reflection exercises, to ensure that the training remains interactive and relevant to their needs.

9 Modules, 25 Topics

01

Introduction to Soft Skills for Team Leads

TOPICS

- Importance of soft skills in leadership
- Role of team leads in setting culture and communication tone
- Expectations from modern team leads

02

Effective Communication Skills for Team Leads

TOPICS

- Verbal vs Non-verbal communication
- **Listening with intent:** Techniques and pitfalls
- Using assertiveness to manage teams without being aggressive

03

Giving and Receiving Feedback Positively

TOPICS

Importance of Feedback in Professional Growth · Common Managerial Pitfalls in Giving Feedback · How to Receive Feedback Without Defensiveness

04

Handling Conflicts at Workplace

TOPICS

- Understanding different conflict styles
- Conflict resolution strategies
- Identifying sources of team conflict
- **Conflict resolution styles:** Avoider, Competer, Collaborator, etc.

05

Team Collaboration & Workplace Culture

TOPICS

Encouraging teamwork and collaboration · Understanding workplace dynamics and culture · Building a high-performance team

06

Emotional Intelligence in Leadership

TOPICS

- Understanding self-awareness, self-regulation, motivation, empathy, and social skills
- EQ vs IQ: What matters more for team performance
- Emotional triggers and stress management techniques

07

Creativity and Innovation

TOPICS

- Fostering creativity in the workplace
- Encouraging a culture of innovation and experimentation

08

Decision Making & Problem Solving as a Team Lead

TOPICS

Inclusive problem-solving in teams · Avoiding decision fatigue and over-analysis

09

Navigating through Changes

TOPICS

Understanding the psychology of change · Managing resistance to change

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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