

FOSTERING TEAM ALIGNMENT AND COMMUNICATION



GENTEX[®]
TRAINING CENTER



Introduction

Teams rarely fail because of talent; they fail because people are working toward different pictures of success. The Fostering Team Alignment and Communication Training Course teaches leaders how to build shared direction and the communication habits that hold it. Participants learn to clarify purpose, agree on goals, define roles, and run conversations that surface disagreement early. Furthermore, the programme covers psychological safety, feedback culture, virtual team communication, and conflict resolution. Delivered by Gentex Training Center over five days, this programme suits team leaders, managers, and project leads. As a result, participants lead teams that move together instead of pulling apart.

Fostering Team Alignment and Communication Course Objectives

- Explain team alignment, shared purpose, and their link to performance.
- Apply the Five Dysfunctions model to diagnose team weaknesses.
- Use Tuckman's group development stages to read team maturity.
- Build a team charter with purpose, values, roles, and working agreements.
- Set aligned goals using OKRs and cascaded team objectives.
- Clarify responsibilities with RACI matrices and role charters.
- Run structured team meetings with agendas and decision logs.
- Establish psychological safety and constructive feedback norms.
- Manage team conflict using the Thomas-Kilmann Instrument and mediation techniques.
- Apply communication protocols for virtual and hybrid teams.

Course Methodology

- Interactive sessions combining team theory and live practice.

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- Team diagnostics and alignment assessment workshops.
- Role-plays covering feedback, conflict, and difficult team conversations.
- Team charter and meeting design exercises on real teams.
- Case studies of high-performing and misaligned teams.
- Action planning with a 90-day team alignment plan.

Who Should Take This Course

- Team leaders, supervisors, and department managers.
- Project and programme managers leading delivery teams.
- Human resources and organisational development professionals.
- Newly appointed managers building their first teams.
- Senior team members with coordination responsibility.
- Virtual team leads managing distributed groups.
- Change leaders building new teams after restructure.

Fostering Team Alignment and Communication Course Outlines

Day 1: Understanding Team Alignment

- Defining alignment, shared purpose, and collective commitment.
- The Five Dysfunctions of a Team model explained.
- Tuckman's stages: forming, storming, norming, performing, adjourning.
- Symptoms of misalignment: duplication, drift, and silent disagreement.
- Psychological safety and its effect on team performance.
- Groupthink, social loafing, and polarisation risks.



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- Self-assessment: current team alignment and communication health.

Day 2: Purpose, Goals, and Shared Direction

- Building a team charter: purpose, values, and scope.
- Mission and purpose statements that mean something.
- Setting aligned goals with OKRs and cascaded objectives.
- SMART goals at team level and individual contribution.
- Balancing team goals with organisational priorities.
- Communicating direction consistently and repeatedly.
- Workshop: drafting a team charter for a real team.

Day 3: Roles, Responsibilities, and Working Agreements

- Role clarity and the cost of ambiguity.
- RACI matrices for shared work and decision rights.
- Role charters and capability mapping.
- Working agreements, norms, and team ground rules.
- Delegation, escalation, and decision-making protocols.
- Onboarding new members into alignment.
- Workshop: defining roles and working agreements.

Day 4: Communication Habits and Feedback Culture

- Meeting design: agendas, timekeeping, and decision logs.
- Communication protocols for virtual and hybrid teams.
- Active listening, paraphrasing, and clarifying in teams.
- Giving and receiving feedback without defensiveness.



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- Structured feedback formats and peer review practice.
- Building a culture where disagreement is safe and useful.
- Practice: a structured team feedback session.

Day 5: Conflict, Trust, and Action Planning

- Sources of team conflict and early warning signs.
- Conflict handling with the Thomas-Kilmann Instrument.
- Mediation between team members and competing priorities.
- Rebuilding trust after conflict or failure.
- Measuring alignment with engagement and clarity indicators.
- Building a 90-day team alignment plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Fostering Team Alignment and Communication Training Course, participants will have acquired practical knowledge of the Five Dysfunctions model, Tuckman's stages, team charters, OKR goal setting, RACI role clarity, feedback culture, and conflict resolution practice. In addition, they will lead teams that share direction and communicate honestly. Gentex Training Center delivers this programme through live team diagnostics and structured practice, so participants apply their new knowledge immediately.

FAQs





Q1 What is the "Fostering Team Alignment and Communication" course about?

The course teaches leaders how to create shared direction and healthy communication inside teams. It covers team diagnostics, purpose and goal setting, role clarity, working agreements, meeting discipline, feedback culture, psychological safety, and conflict resolution.

Q2 What are the key benefits of the "Fostering Team Alignment and Communication" course?

Participants eliminate duplicated effort and silent disagreement, so work moves in one direction. Furthermore, teams raise issues earlier, resolve friction faster, and coordinate better across locations. As a result, delivery improves and staff engagement rises.

Q3 What skills will I gain from the "Fostering Team Alignment and Communication" course?

Participants gain team diagnosis and alignment design, goal setting and role clarity, team communication and feedback facilitation, and conflict resolution and trust rebuilding. These four skills combine to build high-performing, coherent teams.



Q4 What tools, methods, or standards are covered in the "Fostering Team Alignment and Communication" course?

The programme uses the Five Dysfunctions of a Team model, Tuckman's group development stages, team charters and working agreements, OKRs and cascaded objectives, SMART goals, RACI matrices, meeting agendas and decision logs, structured feedback formats, the Thomas-Kilmann Conflict Mode Instrument, and psychological safety frameworks.

Q5 How is the "Fostering Team Alignment and Communication" course applied in real-world practice?

Leaders apply it when forming a new team, merging two teams after restructure, managing a distributed team across time zones, addressing persistent friction between members, improving meeting quality, and rebuilding trust after a missed target. In addition, they use it when onboarding new members into an established team.