Building Team Resilience

A practical one-day course for strengthening team communication, coordination and decision making.

Overview

Team resilience is often treated as if it emerges naturally when capable people work together.

Building Team Resilience helps participants understand how pressure affects communication, coordination and decision making, why some teams become reactive and brittle and how resilience can be built through clearer roles, better communication and more deliberate ways of working.

The result is a practical and accessible course that gives teams a common language, a stronger operating model and simple tools they can use straight away.

Why organisations use this course

Teams are often expected to perform under pressure without ever being taught how pressure affects communication, challenge, coordination or shared decision making.

Over time, weak coordination can become normal. Communication becomes patchy. Bottlenecks form. Key person dependencies grow. Workarounds become embedded and small problems become harder to contain.

▪ Understand how teams behave under pressure
▪ Recognise the human factors that affect communication and coordination
▪ Build clearer roles, shared language and better decision making
▪ Strengthen teamwork, adaptability and accountability
▪ Make practical changes that improve performance on good days and bad days

What the course covers

- Team dynamics under pressure, including roles, hierarchy and authority gradients
- How shared goals, shared language and shared understanding improve coordination
- Common decision traps, including groupthink, risky shift and deference to authority
- Practical approaches to teamwork, communication and participatory decision making
- Reflection, review and learning from incidents

Training Outcomes

- A stronger understanding of how stress affects performance
- Practical techniques to regulate emotion and regain clarity
- A simple framework for building resilience over time
- A clearer sense of where their own resilience may need strengthening
- Ideas they can apply immediately at work and beyond

Who It's For

This course is suitable for teams working in demanding environments where pressure, uncertainty, change or operational disruption can affect communication, coordination and performance.

It is particularly relevant for organisations that want to strengthen teamwork more deliberately and give people a clearer framework for maintaining standards and adapting well when conditions become more difficult.

The impact is often strongest when intact teams attend together, building a shared understanding and a common language that can be applied more easily in day-to-day work.

Delivery

Duration: One day
Format: On-site or live virtual
Style: Interactive, practical and evidence-informed

Next Steps

Contact us to discuss delivery options and whether this course is right for your people.

Why Learn Resilience Now?

Duncan Maddox

Duncan brings over 30 years of experience from fintech, banking and technology, leading and contributing to high-performing teams.

David Yates

David is a professional pilot and Human Factors instructor within one of the world's most demanding and safety critical industries.

Resilience is not about being tougher or working harder. It is adaptive capacity, based on how people think, communicate and make decisions when conditions are difficult.

LRN training helps individuals recognise pressure earlier, teams communicate more openly when problems emerge and organisations learn and recover faster in challenging environments.