



Adaptive Teams and Resilient Performance Training Course

9 – 13 November 2026
Kuala Lumpur

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Overview

Adaptive Teams and Resilient Performance Training Course is a one-week advanced course for team leaders, functional managers, project leaders, and experienced team members working through changing priorities, dependencies, workloads, and stakeholder expectations. Participants build an Adaptive Team Operating System Portfolio combining context sensing, shared purpose, role clarity, decision rights, psychological safety, coordination, workload resilience, conflict protocols, learning loops, and performance reviews. The course uses selected Agile team concepts where useful but remains a team-effectiveness course rather than general project management. Agile Leaders Training Center presents team adaptability as disciplined collective work supported by clear governance and sustainable practices.

Who Should Attend

- Team leaders and functional managers guiding work through change
- Project and delivery leaders coordinating cross-functional contributors
- Experienced team members responsible for collaboration and outcomes
- Human resources and organizational development professionals
- Operations and service leaders managing interdependent teams

The course assumes experience in leading, coordinating, or contributing to teams. It is not a clinical resilience course, a general wellbeing course, or an Agile practitioner certification.

Departments and Industries

The course supports teams whose performance depends on cooperation, rapid learning, and reliable decisions across changing conditions.

- Operations, projects, transformation, and service delivery
- Technology, engineering, product, and professional services
- Healthcare, logistics, energy, and construction organizations
- Finance, human resources, customer service, and sales
- Public services and mission-driven organizations

Learning Objectives

By the end of this course, participants will be able to:



- Analyze changing context, dependencies, capacity, and stakeholder demands
- Build shared purpose, role clarity, and decision rights for adaptive work
- Apply psychological-safety and trust practices to surface risks and ideas
- Design coordination, workload, conflict, and escalation protocols
- Evaluate team performance through evidence, reflection, and feedback
- Create a resilient team operating system for sustained adjustment

Course Agenda

Day 1: Team Adaptability Architecture

- Changing-Context and Team-Demand Map
- Shared Purpose and Outcome Alignment Canvas
- Role Clarity and Contribution Matrix
- Decision-Rights and Delegation Framework
- Team Resilience Baseline Assessment

Day 2: Trust, Safety, and Communication

- Psychological Safety Behavior Checklist
- Team Trust and Reliability Diagnostic
- Speaking-Up and Constructive Challenge Protocol
- Listening, Inquiry, and Perspective-Sharing Method
- Team Norms and Working-Agreement Charter

Day 3: Coordination and Sustainable Flow

- Cross-Functional Dependency Network Map
- Workload, Capacity, and Priority Balance Board
- Coordination Cadence and Information-Radiator Design
- Handoff, Interface, and Service-Expectation Agreement
- Sustainable Pace and Recovery Guardrails

Day 4: Learning, Conflict, and Adjustment

- Evidence-Based Team Performance Dashboard
- After-Action Review and Learning Loop
- Conflict Diagnosis and Response Matrix
- Issue Escalation and Resolution Pathway
- Stakeholder Feedback and Adaptation Cycle



Day 5: Adaptive Team Practice

- Exercise: Context and Resilience Diagnosis
- Exercise: Roles, Decisions, and Norms Design
- Exercise: Workload and Dependency Rebalancing
- Exercise: Conflict and Learning Review
- Capstone Exercise: Adaptive Team Operating System Portfolio

Practical Exercises

The course uses suggested activities based on cross-functional, operational, service, and project-team scenarios.

- Suggested activity: diagnose a changing context and revise team priorities.
- Suggested activity: clarify roles, decision authority, and speaking-up expectations.
- Suggested activity: rebalance workload and dependencies while protecting sustainable pace.
- Suggested activity: conduct a conflict review and turn evidence into an adjustment experiment.

FAQs

What makes adaptive teams effective in dynamic environments?

Adaptive teams combine shared purpose, clear roles, distributed decisions, psychological safety, dependable coordination, manageable workload, and regular reflection so they can adjust without losing accountability.

How do adaptive teams build psychological safety?

Adaptive teams build psychological safety by inviting questions, acknowledging uncertainty, responding constructively to mistakes, challenging ideas respectfully, and ensuring concerns receive visible follow-up.

Who suits adaptive teams training and what experience is assumed?

Adaptive teams training suits leaders, managers, coordinators, and experienced team members. It assumes practical exposure to teamwork, dependencies, decisions, performance reviews, or stakeholder expectations.

How does adaptive teams training differ from Agile project management?

Adaptive teams training develops team purpose, roles, trust, safety, workload, conflict, coordination, and learning across work settings. Agile project management focuses on planning and controlling iterative delivery.



How do adaptive teams sustain performance during prolonged change?

Adaptive teams sustain performance through capacity limits, priority choices, recovery practices, dependency reviews, clear escalation, shared evidence, and short learning cycles that convert experience into controlled adjustments.

Conclusion

The course integrates context sensing, purpose, roles, decisions, trust, psychological safety, coordination, workload, conflict, and learning. Participants take back an Adaptive Team Operating System Portfolio containing assessments, maps, charters, protocols, dashboards, review tools, and adjustment experiments. The portfolio helps teams respond to change while preserving sustainable performance, clear accountability, and stakeholder value.