Positive Solutions
MEDIATION · COUNSELLING · WORKPLACE

Team Reset

Setting Relations Right in the Workplace

It's normal for workplace teams to experience tension, conflict and dysfunction. What's important is to act before team members engage in absenteeism and presentism, file a grievance against a colleague or manager, leave the organisation, or end up in the worker's compensation system.

The largest ever UK report on conflict at work (2025) found 44% of working-age adults in Great Britain experienced conflict in the last 12 months. Conflict was defined as disagreements, disputes or difficult relationships with a colleague, manager/supervisor, direct report, customer, client or member of the public, or colleague in another organisation.

At Positive Solutions we believe the effective management of tensions and conflict in the workplace can lead to creative and enduring outcomes and the rebuilding of trust. But this requires team members to be honest about their needs and open to understanding those of their colleagues. Team resets can be just as much about repair as focusing on practical strategies to improve working relations. While some organisations might have internal processes to try to set relations right in a team, it can help to engage in a confidential process with an experienced external facilitator who is independent and impartial.

Our accredited facilitators help team members understand:

What brought us here? This is an opportunity for each team member to outline the issues, their needs, how the situation has impacted them as well as listen to what their colleagues have experienced. Sometimes the goal in these conversations is not to solve anything. It's to create a different quality of interaction. Help team members feel heard. Shift a dynamic rather than try to fix a problem.

Charting a way forward. What are the (sometimes small) steps team members can take to improve cohesion? What is needed to improve communication and ways of working? What processes can be used to defuse tensions? While we might be trying to shift a dynamic rather than fix a problem, the aim is usually to produce a written agreement that all team members will later sign.

A written agreement is an important step in a long-term process. No agreement can cover all future issues. But it can help provide a communications framework to manage tensions and disputes, nip concerns in the bud.

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What a team reset process looks like:

- Referrer discusses the issues with Positive Solutions and the facilitator
- Facilitator conducts separate intakes with all team members
- Facilitator creates an agenda that collates common themes and sends to all team members and the referrer

Team reset session flow:

- Open and align: Facilitator and team member opening statements, followed by agenda setting.
- Part 1 — Understand: Explore what brought the team here and unpack the key issues.
- Part 2 — Move forward: Generate and evaluate options, negotiate practical solutions and document agreed commitments.
- Close: Confirm next steps and bring the session to a constructive conclusion.

The facilitator will record much of the draft agreement during the later stages of the session. This draft will be sent to all team members after the session for review. A follow-up, shorter session will be held with all members via Teams to agree the final wording and then the agreement will be sent out for signing. We encourage team members not to pursue perfection with a written agreement, but try to create a living, breathing co-commitment, a roadmap. Not a set-and-forget document.

TIME: 6.5 HOURS
ONSITE
MAX 10 PARTICIPANTS

Positive Solutions will provide 1-2 facilitators depending on team member numbers and a counsellor for emotional support if required.

For additional information or to request a quote please contact us
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