

OPEN LAB | NOVEMBER 12, 2026 | SOLID [LOFT], PSYCHIKO

#HRGamechangers: Rethinking Conflict

Psychological Safety & Mediation Skills for Leaders

A unique experiential
workshop by
theHappyLab × CoFront

High-performing teams are built on trust. Trust grows through courageous conversations.

Today's leaders are expected to build teams that collaborate, innovate, adapt, and perform.

Yet many teams still struggle with silence, misunderstanding, and unresolved tensions—not because people don't care, but because they don't always feel safe to speak up or know how to navigate disagreement constructively.

Psychological safety and constructive conflict are deeply connected. Together, they create a virtuous cycle of trust, engagement, and high performance—driven by leaders who encourage dialogue, and navigate conflict constructively.

Who is it for?

- ✓ People Managers & Team Leaders
- ✓ Business Leaders
- ✓ HR Directors & HR Managers
- ✓ HR Business Partners
- ✓ Employee Relations Specialists
- ✓ HR Professionals, across functions
- ✓ In-house Employment Lawyers & Legal Counsel
- ✓ Ethics, Compliance & Workplace Investigation Professionals

Why is this workshop different?

Organizational Psychology meets Workplace Mediation

Most programs focus either on building trust...or on resolving conflict...

We believe these two capabilities belong together.

Trust creates the conditions to speak.

Constructive conflict creates the ability to move forward.

theHappyLab brings the science of psychological safety, trust and team effectiveness.

CoFront brings the practice of mediation, negotiation and constructive conflict management.

Together, we have designed a powerful experience that helps leaders enhance their ability to create a healthier team climate, navigate conflict and achieve better business outcomes.

What you will experience and how

During this highly experiential workshop you will explore:

- ✓ The actual experience of feeling "safe" or "in danger"
- ✓ The neuroscience behind psychological safety and trust
- ✓ The basic human social needs and their impact
- ✓ The beneficial shift that empathy can create in the workplace
- ✓ Conflict styles and how they affect workplace interactions
- ✓ Adaptive communication skills
- ✓ Mediation techniques for everyday interactions
- ✓ Practical tools for courageous conversations
- ✓ Action points for immediate workplace application

You will take part in an exciting set of diverse activities around:

- ✓ Tactical empathy techniques
- ✓ The Harvard negotiation project
- ✓ Thomas-Kilmann questionnaire
- ✓ Educational drama & other creative tasks
- ✓ Scenario handling & role plays
- ✓ Group discussions & energy boosters
- ✓ Peer learning & self-reflection
- ✓ Action planning & personal commitments

In this workshop you will learn about the scientific work of Prof. Amy Edmondson (pioneer in Psychological Safety research), Prof. Paul Zak (leading researcher of Trust), the Harvard Negotiation Project (as presented in Getting to Yes by R. Fisher, W. Ury, B. Patton), and Chris Voss, former FBI hostage negotiator (as presented in Never Split the Difference).

Meet your facilitators



Alexandra Lekkou

HR Expert | Facilitator | Coach
25 years HRM experience
Psychology background



Athina Xenou

Economist | Accredited Mediator
Senior financial expertise
Mediation practice



Ntina Ilia

Legal Counsel | Accredited Mediator
Legal expertise
Workplace mediation



Vicky Grigoriadou

Business Consultant | Facilitator | Coach
20+ years Business leadership experience
Psychology background

Date

Thursday, November 12,
9:30 – 17:30

Venue

SOLID [LOFT] PSYCHIKO
Olimpionikon 266-268, Neo Psichiko

Fee

- € 750 (+VAT) per participant
- Discounts for groups of colleagues from the same organization

Find out more about us

www.thehappylab.gr
www.cofront.gr

Registration

[open until November 2nd]

Contact us to register at:
6947074664, 6937386047
contact@thehappylab.gr
info@cofront.gr

