

360-DEGREE LEADERSHIP



GENTEX[®]

TRAINING CENTER



Introduction

Most leaders influence in every direction at once: upwards to senior management, sideways to peers, and downwards to their teams. The 360-degree Leadership Training Course develops the capability to lead effectively in all three directions at the same time. Participants learn to build influence without relying on formal authority, manage upward relationships, and align peers around shared outcomes. Furthermore, the course covers feedback gathering, emotional intelligence, and stakeholder communication. In addition, it addresses leading change, resolving conflict, and developing team capability. As a result, participants return with a clearer leadership style and the practical ability to move work forward across the whole organisation.

360-degree Leadership Course Objectives

- Apply 360-degree feedback tools to assess personal leadership strengths and gaps.
- Build influence without authority using established persuasion techniques.
- Manage upward relationships and communicate effectively with senior management.
- Align peers and cross-functional partners around shared objectives.
- Apply emotional intelligence and situational leadership to team leadership.
- Use stakeholder mapping and power-interest analysis to plan influence.
- Run structured feedback conversations and coaching discussions.
- Lead change using Kotter's eight-step model and communication planning.
- Resolve conflict between individuals and teams constructively.
- Develop team capability through delegation, mentoring, and succession planning.

Course Methodology

- Instructor-led sessions combining leadership theory with workplace application.
- 360-degree self-assessment and structured reflection exercises.

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- Case studies from corporate, public, and non-profit leadership settings.
- Role-play exercises on influencing, conflict, and difficult conversations.
- Group workshops building influence and development plans.
- Continuous knowledge checks and a final assessed leadership project.

Who Should Take This Course

- Middle managers and department heads.
- Team leaders and supervisors.
- Project managers leading without direct authority.
- High-potential staff preparing for leadership roles.
- Functional specialists managing cross-departmental work.
- Senior professionals influencing across organisational boundaries.

360-degree Leadership Course Outlines

Day 1: The 360-Degree Leadership Model

- Leading up, across, and down: the full leadership field.
- Leadership styles and the situational leadership model.
- Emotional intelligence and self-awareness in leadership.
- 360-degree feedback: purpose, process, and honest use.
- Identifying personal strengths and development gaps.
- Building a leadership brand and credibility.
- Workshop: reviewing personal 360-degree feedback findings.





Day 2: Leading Upwards and Managing Senior Relationships

- Understanding senior management priorities and pressures.
- Communicating clearly with executives and boards.
- Presenting recommendations and managing expectations.
- Anticipating resistance and preparing for difficult questions.
- Building trust and visibility without self-promotion.
- Managing competing directives from above.
- Workshop: preparing an upward briefing and alignment discussion.

Day 3: Leading Across and Influencing Peers

- Influencing without authority: reciprocity, credibility, and evidence.
- Stakeholder mapping and power-interest analysis.
- Building coalitions and cross-functional alignment.
- Negotiating priorities between competing departments.
- Managing conflict between peers and teams constructively.
- Networking and relationship maintenance.
- Workshop: planning a cross-departmental influence campaign.

Day 4: Leading Downwards and Developing Teams

- Setting direction, standards, and clear expectations.
- Delegation, empowerment, and accountability.
- Coaching and structured feedback conversations.
- Motivation, engagement, and recognition practices.

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- Handling performance gaps and difficult behaviour.
- Developing successors and planning team capability.
- Workshop: running a coaching and feedback conversation.

Day 5: Leading Change and Sustaining Impact

- Kotter's eight-step change model and change communication.
- Building the case for change and addressing resistance.
- Managing stakeholder concerns during transformation.
- Measuring leadership impact with team and stakeholder KPIs.
- Personal resilience and leading under sustained pressure.
- Building a personal 360-degree leadership development plan.
- Workshop: presenting a leadership development plan.

Conclusion

By successfully completing the 360-degree Leadership Training Course, participants will have acquired the knowledge to influence upwards, sideways, and downwards with equal effectiveness, manage stakeholder relationships, coach and develop their teams, and lead change with a clear communication plan. They will also gain emotional intelligence and conflict resolution capability that strengthen working relationships across the organisation. Furthermore, the course prepares leaders to sustain results beyond their immediate team. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready leadership practice.

FAQs





Q1 What is the "360-degree Leadership" course about?

It is a practical programme on leading in every direction upwards to senior management, across to peers and partners, and downwards to teams. It covers 360-degree feedback, influence without authority, upward communication, stakeholder alignment, emotional intelligence, coaching, conflict resolution, and leading change.

Q2 What are the key benefits of the "360-degree Leadership" course?

Participants gain influence that works without formal authority, which makes their ideas and projects move faster across departments. The course improves relationships with senior managers and peers, strengthens coaching and delegation, reduces unproductive conflict, and increases the leader's credibility and marketability for larger roles.

Q3 What skills will I gain from the "360-degree Leadership" course?

Upward communication and senior relationship management; influence and peer alignment without authority; coaching, delegation and team development; and change leadership, conflict resolution and stakeholder engagement.

Q4 What tools, methods, or standards are covered in the "360-degree Leadership" course?

The course covers 360-degree feedback instruments, the situational leadership model, emotional intelligence frameworks, stakeholder power-interest grids, influence and reciprocity techniques, coaching and feedback conversation models, Kotter's eight-step change model, conflict resolution approaches, and leadership and team KPIs.



Q5 How is the "360-degree Leadership" course applied in real-world practice?

Graduates apply it by acting on their 360-degree feedback, preparing clear upward briefings, and building coalitions with peers to secure resources and approvals. They also coach team members, delegate with clear accountability, handle disputes early, and lead change initiatives with a structured communication plan and measured results.