

ACHIEVING LEADERSHIP EXCELLENCE



GENTEX[®]
TRAINING CENTER



Introduction

Excellence in leadership is rarely a single skill; it comes from many capabilities working together with consistency. The Achieving Leadership Excellence Training Course brings those capabilities into one structured programme. Participants learn to set direction, build high-performing teams, make sound decisions, and communicate with clarity and credibility. Furthermore, the course covers emotional intelligence, coaching, delegation, and performance management. In addition, it addresses leading change, managing stakeholders, and measuring leadership impact. As a result, participants return with a sharper leadership approach, stronger team results, and a clear personal development path.

Achieving Leadership Excellence Course Objectives

- Apply the situational leadership model to match style to team needs.
- Set direction using vision, mission, and SMART objectives.
- Build high-performing teams through trust, roles, and shared standards.
- Apply emotional intelligence to self-awareness and team relationships.
- Delegate effectively with clear authority and accountability.
- Coach team members using the GROW model and structured feedback.
- Run performance management cycles with objective measures.
- Make better decisions using structured frameworks and risk assessment.
- Lead change with Kotter's eight-step model and communication planning.
- Measure leadership impact with engagement and delivery KPIs.

Course Methodology

- Instructor-led sessions combining leadership theory with workplace application.
- Self-assessment and leadership style profiling exercises.
- Case studies from corporate, public, and industrial leadership settings.

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- Role-play exercises on coaching, feedback, and difficult conversations.
- Group workshops building team charters and development plans.
- Continuous knowledge checks and a final assessed leadership project.

Who Should Take This Course

- Department managers and team leaders.
- Newly appointed managers and supervisors.
- Project and programme managers leading teams.
- High-potential staff preparing for leadership roles.
- Functional heads responsible for delivery and people.
- Senior professionals strengthening leadership capability.

Achieving Leadership Excellence Course Outlines

Day 1: Leadership Foundations and Direction

- Leadership versus management and what leaders actually do.
- Vision, mission, and SMART objective setting.
- Leadership styles and the situational leadership model.
- Values-based leadership and ethical decision-making.
- Personal leadership strengths and derailers.
- Aligning team direction with organisational strategy.
- Workshop: drafting a team vision and objective set.

Day 2: Building High-Performing Teams

- Team development stages: forming, storming, norming, performing.



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- Roles, responsibilities, and RACI clarity.
- Building trust and psychological safety.
- Team charters, standards, and ways of working.
- Managing diversity and leveraging complementary strengths.
- Handling dysfunctional behaviour early.
- Workshop: building a team charter and role map.

Day 3: Emotional Intelligence and Communication

- Emotional intelligence: self-awareness, self-regulation, empathy, motivation.
- Communication styles and adapting to different people.
- Active listening, questioning, and summarising techniques.
- Delivering clear messages in meetings and on Microsoft Teams.
- Managing conflict constructively between team members.
- Recognition and constructive feedback practices.
- Workshop: running a difficult conversation with confidence.

Day 4: Delegation, Coaching, and Performance

- Delegation levels and matching tasks to capability.
- GROW coaching model: goal, reality, options, will.
- Structured feedback using the SBI model.
- Performance management cycles and objective measures.
- Handling performance gaps and improvement plans.
- Succession planning and developing future leaders.
- Workshop: coaching a team member using GROW.





Day 5: Leading Change and Measuring Impact

- Kotter's eight-step change model and change communication.
- Building the case for change and managing resistance.
- Stakeholder mapping and power-interest analysis.
- Leadership KPIs: engagement, delivery, retention, and customer measures.
- Personal resilience and leading under sustained pressure.
- Building a personal leadership excellence development plan.
- Workshop: presenting a leadership impact and development plan.

Conclusion

By successfully completing the Achieving Leadership Excellence Training Course, participants will have acquired the knowledge to set clear direction, build and develop high-performing teams, communicate with emotional intelligence, delegate and coach effectively, and lead change with a structured plan. They will also gain the ability to measure leadership impact through engagement and delivery indicators. Furthermore, the course prepares leaders to sustain excellence rather than rely on short-term effort. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready leadership practice.

FAQs



Q1 What is the "Achieving Leadership Excellence" course about?

It is a practical programme on the full set of capabilities that effective leaders need. It covers direction setting with vision and SMART objectives, situational leadership, high-performing team development, emotional intelligence, delegation and coaching, performance management, change leadership, and measuring leadership impact.

Q2 What are the key benefits of the "Achieving Leadership Excellence" course?

Participants gain a leadership approach that produces consistent results rather than depending on individual effort. The course improves team engagement and retention, raises delivery quality, strengthens decision-making and feedback, reduces avoidable conflict, and increases credibility with senior management and stakeholders.

Q3 What skills will I gain from the "Achieving Leadership Excellence" course?

Direction setting with vision and SMART objectives; high-performing team building and role clarity; delegation, coaching and performance management; and change leadership, stakeholder management and impact measurement.



Q4 What tools, methods, or standards are covered in the "Achieving Leadership Excellence" course?

The course covers the situational leadership model, SMART objectives, the Tuckman team development stages, RACI role clarity, emotional intelligence frameworks, the GROW coaching model, the SBI feedback model, performance management cycles, Kotter's eight-step change model, stakeholder power-interest grids, and leadership KPIs including engagement and delivery measures.

Q5 How is the "Achieving Leadership Excellence" course applied in real-world practice?

Graduates apply it by setting clear team direction and objectives, building a team charter with defined roles, and coaching members through regular structured conversations. They also delegate with clear accountability, run objective performance reviews, lead change with a communication plan, and track engagement and delivery results over time.