

# **CAL ESSENTIALS FOR TEAM AND ORGANIZATION LEADERS**



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TRAINING CENTER



## Introduction

Team and organisation leaders need a working command of the concepts that shape how people, roles, and decisions fit together. The CAL Essentials for Team and Organization Leaders Training Course provides that foundation in a structured, practical form. Participants learn the essentials of leading teams, structuring organisational work, and aligning effort around shared objectives rather than individual effort. Furthermore, the course covers team diagnostics, role clarity, communication, and performance oversight. In addition, it addresses organisational design, accountability, and change adoption. As a result, participants return able to lead both the team in front of them and the wider organisational system they work within.

## CAL Essentials for Team and Organization Leaders Course Objectives

- Explain the core concepts of leading teams within an organisational system.
- Apply the Tuckman model to assess team development stage.
- Use the RACI matrix to define roles and decision rights.
- Build trust, psychological safety, and shared working standards.
- Set team objectives aligned with organisational priorities.
- Communicate clearly across levels, functions, and locations.
- Apply the GROW model to coach team members day to day.
- Give structured feedback using the SBI model.
- Manage performance, conduct, and conflict fairly and early.
- Measure team and organisational performance with clear KPIs.

## Course Methodology

- Instructor-led sessions linking team leadership to organisational context.

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- Structured team and organisation diagnostics on participant groups.
- Case studies of team and organisational leadership across sectors.
- Role-play exercises on coaching, feedback, and difficult conversations.
- Group workshops building charters, RACI maps, and KPI frameworks.
- Continuous knowledge checks and a final assessed leadership essentials project.

## Who Should Take This Course

- Team leaders and department managers.
- Newly appointed managers taking charge of a team.
- Supervisors and section heads in operational functions.
- Project and programme leads coordinating multiple teams.
- HR and organisational development professionals.
- Senior professionals responsible for organisational performance.

## CAL Essentials for Team and Organization Leaders Course Outlines

### Day 1: Leadership Essentials and the Organisation

- Core leadership responsibilities in team and organisational settings.
- Difference between leading a team and managing an organisation.
- Organisational structures, functions, and reporting lines.
- Situational leadership applied to different team members.
- Organisational culture and its effect on behaviour.
- Professional conduct, ethics, and credibility.
- Workshop: mapping your team within the wider organisation.





## Day 2: Team Foundations and Role Clarity

- Characteristics of effective teams and common failure points.
- Team development stages according to Tuckman.
- Running a structured team diagnostic.
- Clarifying roles, responsibilities, and decision rights with RACI.
- Team charters and shared working standards.
- Managing interfaces, handovers, and dependencies.
- Workshop: completing a team diagnostic and RACI map.

## Day 3: Communication, Meetings, and Stakeholders

- Communication norms across levels and functions.
- Active listening, questioning, and summarising techniques.
- Designing meetings that reach decisions.
- Stakeholder mapping for internal and external partners.
- Written communication through email and Microsoft Teams.
- Cross-cultural and remote communication practice.
- Workshop: redesigning a meeting and a communication routine.

## Day 4: Coaching, Feedback, and Performance

- Coaching on the job with the GROW model.
- Structured feedback using the SBI model.
- Setting objectives and performance expectations.
- Performance reviews and improvement plans.
- Handling conduct, absence, and conflict early and fairly.

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- Motivation, recognition, and engagement practices.
- Workshop: coaching and feedback practice session.

## Day 5: Accountability, Change, and Measurement

- Mutual accountability and action registers.
- Governance and internal control awareness for team leaders.
- Kotter's eight-step change model at team level.
- Team and organisational KPIs and reporting formats.
- Continuous improvement and lessons learned routines.
- Building a personal leadership essentials development plan.
- Workshop: presenting a team and organisation improvement plan.

## Conclusion

By successfully completing the CAL Essentials for Team and Organization Leaders Training Course, participants will have acquired the knowledge to lead a team within its organisational context, clarify roles, build trust, communicate effectively, coach and manage performance, and measure results with clear indicators. They will also gain the ability to support change adoption and maintain accountability across teams. Furthermore, the course prepares leaders to act on the wider organisational system rather than only their own team. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready leadership essentials.

## FAQs





## Q1 What is the "CAL Essentials for Team and Organization Leaders" course about?

It is a practical programme covering the essential concepts leaders need for teams and organisational settings. It covers leadership responsibilities and organisational context, team development and role clarity with RACI, communication and meetings, stakeholder mapping, coaching and feedback, performance and conflict handling, accountability, change adoption, and performance measurement.

## Q2 What are the key benefits of the "CAL Essentials for Team and Organization Leaders" course?

Participants gain a clear, connected understanding of leadership and organisational functioning, which reduces confusion about authority, roles, and priorities. The course improves delegation and clarity, strengthens communication and coaching, lowers avoidable conflict, and enables leaders to measure outcomes across teams rather than relying on impressions.

## Q3 What skills will I gain from the "CAL Essentials for Team and Organization Leaders" course?

Leadership within organisational context; team diagnostics and role clarity with RACI; communication, stakeholder mapping and meeting design; and coaching, feedback, performance management and results measurement.



## Q4 What tools, methods, or standards are covered in the "CAL Essentials for Team and Organization Leaders" course?

The course covers the situational leadership model, the Tuckman team development stages, the RACI matrix, team charters and ground rules, active listening and questioning techniques, stakeholder power-interest grids, the GROW coaching model, the SBI feedback model, performance improvement plans, action registers, Kotter's eight-step change model, and team and organisational KPI frameworks.

## Q5 How is the "CAL Essentials for Team and Organization Leaders" course applied in real-world practice?

Graduates apply it by mapping their team within the organisation, clarifying roles with RACI, and setting objectives from organisational priorities. They also redesign meetings to reach decisions, coach and review their teams, address conduct or conflict early, keep action registers current, and report team and organisational performance against agreed KPIs.