

CERTIFICATE IN LEADERSHIP



GENTEX[®]
TRAINING CENTER



Introduction

Leadership can be studied, practised, and improved, and a structured programme makes that improvement faster and more deliberate. The Certificate in Leadership Training Course covers the core capabilities a leader needs in one connected path. Participants learn to set direction, build and lead teams, communicate clearly, and make sound decisions with the information available. Furthermore, the course covers performance management, coaching, and handling difficult situations fairly. In addition, it addresses change leadership, stakeholder influence, and ethical judgement. As a result, participants return with a complete leadership toolkit and the confidence to apply it in daily work.

Certificate in Leadership Course Objectives

- Set direction using vision, mission, and SMART objectives.
- Apply the situational leadership model to team members and situations.
- Build high-performing teams through trust, roles, and shared standards.
- Delegate with defined authority and clear accountability.
- Coach team members using the GROW model and structured reviews.
- Give and receive feedback using the SBI model.
- Manage performance, conduct, and conflict fairly and early.
- Communicate persuasively with teams, peers, and senior stakeholders.
- 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 practice.
- Leadership style self-assessment and structured reflection 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 leadership development plans.
- Continuous knowledge checks and a final assessed leadership project.

Who Should Take This Course

- New and experienced team leaders and managers.
- Supervisors preparing for wider leadership responsibility.
- Project and programme leaders managing teams.
- Specialists moving from technical work into leadership.
- HR and organisational development professionals.
- High-potential staff on leadership development paths.

Certificate in Leadership Course Outlines

Day 1: Leadership Foundations and Direction

- Leadership versus management in daily practice.
- Vision, mission, and SMART objective setting.
- Leadership styles and the situational leadership model.
- Values, ethics, and personal credibility.
- Understanding organisational structure and decision lines.
- Personal leadership strengths and blind spots.
- Workshop: completing a leadership style self-assessment.

Day 2: Building and Leading Teams

- Characteristics of high-performing teams.



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- Team development stages according to Tuckman.
- Clarifying roles and responsibilities using the RACI matrix.
- Building trust and psychological safety.
- Team charters, ground rules, and working standards.
- Managing diverse teams and leveraging strengths.
- Workshop: building a team charter and role map.

Day 3: Communication and Influence

- Communication styles and adapting to different audiences.
- Active listening, questioning, and summarising.
- Running effective meetings and one-to-ones.
- Prepared and confident presentations and briefings.
- Stakeholder mapping and power-interest analysis.
- Influencing without authority and negotiating priorities.
- Workshop: presenting a briefing to a senior audience.

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 lateness, absence, and conduct early and fairly.
- Managing conflict between team members constructively.
- Workshop: running a coaching and feedback conversation.





Day 5: Change, Ethics, and Leadership Impact

- Kotter's eight-step change model and change communication.
- Risk awareness and decision-making under uncertainty.
- Ethical judgement and handling conflicting expectations.
- Leadership KPIs: engagement, delivery, quality, and retention.
- Personal resilience and leading under sustained pressure.
- Building a personal leadership development plan.
- Workshop: presenting a leadership impact and development plan.

Conclusion

By successfully completing the Certificate in Leadership Training Course, participants will have acquired the knowledge to set direction, build and lead teams, communicate with influence, coach and manage performance fairly, and lead change with a structured plan. They will also gain the ability to apply ethical judgement and measure leadership impact through clear indicators. Furthermore, the course prepares leaders to act consistently rather than relying on instinct alone. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready leadership practice.

FAQs



Q1 What is the "Certificate in Leadership" course about?

It is a structured programme covering the core capabilities of effective leadership. It addresses direction setting, situational leadership, team building with RACI clarity, communication and stakeholder influence, coaching and feedback, performance and conduct management, change leadership, ethical judgement, and leadership impact measurement.

Q2 What are the key benefits of the "Certificate in Leadership" course?

Participants gain a complete and connected leadership toolkit, which allows them to act with confidence instead of improvising. The course improves team direction and clarity, strengthens communication and coaching, raises engagement and retention, lowers avoidable conflict, and gives leaders measurable indicators of their impact.

Q3 What skills will I gain from the "Certificate in Leadership" course?

Direction setting and situational leadership; team building, role clarity and trust development; communication, coaching and structured feedback; and performance management, change leadership and impact measurement.



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

The course covers the situational leadership model, SMART objectives, the Tuckman team development stages, the RACI matrix, team charters, the GROW coaching model, the SBI feedback model, performance improvement plans, stakeholder power-interest grids, Kotter's eight-step change model, risk assessment basics, and leadership KPIs for engagement, delivery, quality, and retention.

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

Graduates apply it by setting team objectives from organisational priorities, building a charter with defined roles, and running regular one-to-ones. They also delegate with clear authority, give structured feedback, address conduct or performance issues early, lead change with a communication plan, and review their leadership impact through team metrics.