

DEVELOPING EXCELLENCE IN PEOPLE LEADERSHIP



GENTEX[®]
TRAINING CENTER



Introduction

Developing Excellence in People Leadership focuses on the part of leadership that produces results through others: building capable people, setting clear expectations, and creating conditions where teams perform without constant supervision. Technical skill gets managers promoted; people leadership determines whether they succeed afterwards. This Developing Excellence in People Leadership Training Course develops that capability deliberately. Participants examine leadership styles, motivation, trust, coaching, delegation, feedback, and performance management. Furthermore, the course covers team development stages, psychological safety, and handling difficult conversations with confidence. It also addresses development planning and retaining key talent. As a result, participants leave with practical habits that raise both individual contribution and team performance.

Developing Excellence in People Leadership Course Objectives

- Apply leadership styles flexibly using Goleman's six styles and situational leadership.
- Build trust and credibility through consistency, fairness, and transparency.
- Motivate individuals using Herzberg's theory and self-determination theory.
- Develop teams through Tuckman's stages of group development.
- Delegate effectively using the five levels of delegation.
- Coach team members using the GROW model.
- Deliver honest feedback using the SBI model and structured performance conversations.
- Set expectations with SMART goals and clear accountability.
- Manage underperformance and difficult behaviour with ThomasKilmann conflict modes.
- Build psychological safety and plan individual development for key talent.

Course Methodology



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The course applies interactive, practice-based methods:

- Facilitated workshops on real leadership challenges.
- Role-play of coaching, feedback, and difficult conversations.
- Case studies of teams transformed by stronger people leadership.
- Self-assessment of leadership style and people habits.
- Group problem-solving on motivation and performance issues.
- Action planning that converts each technique into a leadership routine.

Who Should Take This Course

- Team leaders, supervisors, and first-line managers.
- Mid-level managers and department heads.
- Project and program team leads.
- HR and organizational development professionals.
- Technical experts moving into people management.
- Professionals preparing for a leadership role.

Developing Excellence in People Leadership Course Outlines

Day 1: Foundations of People Leadership

- Distinguishing leadership from management responsibilities.
- Reviewing Goleman's six leadership styles.
- Applying situational leadership to team readiness levels.
- Building emotional intelligence and self-awareness.
- Establishing trust through consistency and fairness.



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- Identifying your personal leadership strengths and gaps.
- Setting a personal people leadership development focus.

Day 2: Motivation, Engagement, and Team Development

- Applying Herzberg's two-factor theory to motivation.
- Using self-determination theory for autonomy, competence, and relatedness.
- Understanding Tuckman's stages of team development.
- Building psychological safety in teams.
- Recognizing disengagement and addressing it early.
- Running effective one-to-one and team meetings.
- Planning engagement actions for your team.

Day 3: Delegation, Expectations, and Accountability

- Selecting tasks suited to delegation.
- Applying the five levels of delegation.
- Setting expectations with SMART goals and clear standards.
- Tracking progress without micromanagement.
- Holding people accountable fairly and consistently.
- Handling excuses and missed commitments.
- Building a delegation and follow-up routine.

Day 4: Coaching, Feedback, and Development

- Coaching with the GROW model.
- Delivering feedback with the SBI model.



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- Running structured performance review conversations.
- Recognizing potential and building development plans.
- Using stretch assignments and mentoring.
- Supporting career conversations and retention.
- Practising coaching and feedback in role-play.

Day 5: Difficult Conversations and Leading Change

- Preparing for difficult conversations with structure.
- Managing conflict with ThomasKilmann conflict modes.
- Addressing underperformance and behaviour issues.
- Leading teams through change and uncertainty.
- Recognizing stress, burnout, and wellbeing signals.
- Sustaining leadership habits through reflection and feedback.
- Finalizing a personal people leadership action plan.

Conclusion

By successfully completing Developing Excellence in People Leadership, participants will have acquired practical knowledge of leadership styles, motivation, team development, delegation, coaching, feedback, and difficult conversations. They will have gained skills in people leadership, coaching and development, performance management, and team engagement, plus a personal action plan. Gentex Training Center designed this program to help leaders get results through capable, motivated people.

FAQs





Q1 What is the "Developing Excellence in People Leadership" course about?

It develops the leadership behaviours that produce results through others. Participants study leadership styles, motivation, team development, delegation, coaching, feedback, performance conversations, and handling difficult situations with confidence.

Q2 What are the key benefits of the "Developing Excellence in People Leadership" course?

Participants gain stronger team performance, higher engagement, and clearer accountability. Leaders also handle underperformance earlier and more fairly, develop key talent deliberately, and reduce avoidable turnover caused by poor management.

Q3 What skills will I gain from the "Developing Excellence in People Leadership" course?

You will develop four core skills: team leadership and motivation, coaching and development facilitation, delegation and performance accountability, and difficult conversation management with team engagement building.

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

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The course covers Goleman's six leadership styles, situational leadership, Herzberg's two-factor theory, self-determination theory, Tuckman's stages of group development, the five levels of delegation, the GROW coaching model, the SBI feedback model, SMART goals, ThomasKilmann conflict modes, and psychological safety practices.

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

Participants apply the methods to live leadership tasks, such as preparing a coaching conversation, delegating a new responsibility, giving feedback on a missed deadline, and planning engagement actions for a team. Each module ends with an action commitment, so learning transfers directly into daily leadership.

