

DRIVING PERFORMANCE THROUGH MANAGEMENT & LEADERSHIP



GENTEX[®]
TRAINING CENTER



Introduction

Driving Performance through Management & Leadership connects the two disciplines that determine whether teams deliver: managing the work and leading the people. Management sets structure, standards, and follow-through; leadership supplies direction, motivation, and judgement. Weakness in either half produces familiar symptoms such as missed deadlines, low engagement, or busy teams with little output. This Driving Performance through Management & Leadership Training Course develops both. Participants examine goal setting, performance measurement, delegation, coaching, feedback, and accountability. Furthermore, the course covers team development, decision-making, and leading improvement. It also addresses how to set a performance culture without creating fear. As a result, participants leave able to raise output and capability together.

Driving Performance through Management & Leadership Course Objectives

- Apply management and leadership practices that raise team performance.
- Translate strategy into objectives using SMART goals and cascading KPIs.
- Select balanced performance measures with the Balanced Scorecard.
- Set standards, priorities, and expectations that teams understand.
- Delegate work using the five levels of delegation.
- Coach team members with the GROW model.
- Deliver feedback with the SBI model and run performance reviews.
- Build accountability without micromanagement.
- Develop teams through Tuckman's stages and psychological safety practice.
- Lead continuous improvement using PDCA and root cause analysis.

Course Methodology



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The course applies interactive, practice-based methods:

- Facilitated workshops on live performance challenges.
- Role-play of coaching, feedback, and accountability conversations.
- Case studies of performance turnarounds and failures.
- Hands-on work with objectives, KPIs, and scorecards.
- Group problem-solving on team performance issues.
- Action planning that converts each technique into a management routine.

Who Should Take This Course

- Team leaders, supervisors, and first-line managers.
- Mid-level managers and department heads.
- Project and program managers.
- Operations and functional managers.
- HR and organizational development professionals.
- Professionals preparing for a management role.

Driving Performance through Management & Leadership Course Outlines

Day 1: Foundations of Performance Leadership

- Distinguishing management from leadership responsibilities.
- Understanding the performance equation: ability, motivation, opportunity.
- Reviewing leadership styles with Goleman's six styles framework.
- Applying situational leadership to team readiness.
- Diagnosing performance problems before acting.



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- Setting your leadership performance baseline.
- Identifying the biggest performance constraints in your team.

Day 2: Objectives, KPIs, and Performance Measurement

- Translating strategy into team objectives.
- Setting SMART goals and cascading targets.
- Selecting leading and lagging indicators.
- Building balanced measures with the Balanced Scorecard.
- Designing practical dashboards for team review.
- Avoiding measurement pitfalls and distorted incentives.
- Building a KPI set for your team.

Day 3: Delegation, Priorities, and Accountability

- Prioritising work using impact and urgency logic.
- Applying the five levels of delegation.
- Setting standards, deadlines, and quality expectations.
- Running effective check-ins and progress reviews.
- Holding people accountable fairly and consistently.
- Addressing missed commitments and excuses.
- Building a weekly performance routine.

Day 4: Coaching, Feedback, and Team Development

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



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- Running structured performance review conversations.
- Developing teams through Tuckman's stages.
- Building psychological safety and shared accountability.
- Motivating through recognition, autonomy, and growth.
- Practising coaching and review conversations.

Day 5: Improvement, Decision-Making, and Sustaining Results

- Applying PDCA and root cause analysis to performance gaps.
- Making decisions with structured option analysis.
- Managing poor performance decisively and fairly.
- Leading change with Kotter's early steps and ADKAR awareness.
- Sustaining performance through routines and review cycles.
- Recognizing burnout and protecting sustainable effort.
- Finalizing a personal performance leadership action plan.

Conclusion

By successfully completing Driving Performance through Management & Leadership, participants will have acquired practical knowledge of objective setting, performance measurement, delegation, coaching, feedback, and accountability. They will have gained skills in performance management, KPI and scorecard design, coaching and feedback delivery, and improvement leadership, plus a personal action plan. Gentex Training Center designed this program to help managers deliver results through capable, motivated teams.





FAQs

Q1 What is the "Driving Performance through Management & Leadership" course about?

It combines management discipline with leadership practice. Participants study objective setting, KPI and scorecard design, delegation, accountability, coaching, feedback, performance reviews, and continuous improvement of team results.

Q2 What are the key benefits of the "Driving Performance through Management & Leadership" course?

Participants gain clearer objectives, stronger follow-through, and higher team engagement. Organizations also see fewer missed commitments, better use of talent, and performance conversations that improve results instead of creating resentment.

Q3 What skills will I gain from the "Driving Performance through Management & Leadership" course?

You will develop four core skills: performance objective and KPI design, delegation and accountability management, coaching and performance feedback, and team development with improvement leadership.



Q4 What tools, methods, or standards are covered in the "Driving Performance through Management & Leadership" course?

The course covers SMART goals and cascading KPIs, the Balanced Scorecard, leading and lagging indicators, Goleman's six leadership styles, situational leadership, the five levels of delegation, the GROW coaching model, the SBI feedback model, Tuckman's stages of team development, PDCA and root cause analysis, and Kotter's early change steps with ADKAR awareness.

Q5 How is the "Driving Performance through Management & Leadership" course applied in real-world practice?

Participants apply the methods to live management tasks, such as cascading objectives, building a team scorecard, delegating a major task, coaching an underperforming team member, and running a performance review. Each module ends with an action commitment, so learning transfers directly into daily management.