

HIGH PERFORMANCE LEADERSHIP FOR NEW MANAGERS



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TRAINING CENTER



Introduction

High Performance Leadership for New Managers develops the essentials of leading a team through high performance, designed for managers stepping into their first leadership role. New managers usually inherit responsibility without preparation, and the transition exposes a difficult truth: the skills that earned promotion are not the skills that produce results through others. This High Performance Leadership for New Managers Training Course builds those skills quickly and practically. Participants examine performance drivers, goal setting, delegation, accountability, coaching, feedback, and team development. Furthermore, the course covers the Balanced Scorecard, OKRs, SMART goals, Tuckman's stages of group development, and the GROW and SBI models. As a result, participants leave able to lead a team that performs from the start.

High Performance Leadership for New Managers Course Objectives

- Define high performance in measurable terms for a new team.
- Set direction using the Balanced Scorecard, OKRs, and SMART goals.
- Apply situational leadership to different capability and motivation levels.
- Delegate using the five levels of delegation.
- Build accountability without micromanagement.
- Coach team members with the GROW model.
- Deliver constructive feedback using the SBI model.
- Develop teams through Tuckman's stages and psychological safety practice.
- Manage difficult conversations and early performance issues.
- Measure performance with leading and lagging indicators.

Course Methodology



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The course applies interactive, practice-based methods:

- Facilitated workshops on live new-manager challenges.
- Role-play of delegation, coaching, feedback, and difficult conversations.
- Case studies of first-time managers who succeeded and struggled.
- Hands-on work with objectives, KPIs, and scorecards.
- Group problem-solving on performance and engagement issues.
- Action planning that converts each technique into a leadership routine.

Who Should Take This Course

- Newly appointed team leaders and supervisors.
- First-time managers and section heads.
- Senior specialists promoted into management.
- Project and program team leads.
- HR professionals supporting new managers.
- Professionals preparing for their first leadership role.

High Performance Leadership for New Managers Course Outlines

Day 1: Making the Transition to Manager

- Understanding how the manager role differs from the specialist role.
- Redefining success as results through others.
- Reviewing Goleman's six leadership styles.
- Applying situational leadership to team readiness levels.
- Building credibility with former peers and new reports.



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- Handling the discomfort of giving direction.
- Setting personal priorities for your first months.

Day 2: Direction, Goals, and Performance Measures

- Translating business goals into team objectives.
- Setting goals with SMART criteria and the OKR framework.
- Building balanced measures with the Balanced Scorecard.
- Selecting leading and lagging indicators.
- Cascading and aligning goals across your team.
- Avoiding measurement pitfalls and vanity metrics.
- Building a simple 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, including former peers.
- Managing interruptions, workload, and competing demands.
- Building a weekly team performance routine.

Day 4: Coaching, Feedback, and Team Development

- Coaching with the GROW model.
- Delivering feedback with the SBI model.
- Running structured performance conversations.



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- Developing teams through Tuckman's stages.
- Building psychological safety and shared accountability.
- Motivating through recognition, autonomy, and growth.
- Practising coaching and feedback in role-play.

Day 5: Difficult Conversations and Sustaining Performance

- Handling underperformance decisively and fairly.
- Managing conflict with ThomasKilmann conflict modes.
- Applying PDCA and root cause analysis to performance gaps.
- Recognizing burnout and protecting sustainable effort.
- Leading small changes with clear communication.
- Seeking feedback on your own leadership.
- Finalizing a personal high performance leadership action plan.

Conclusion

By successfully completing High Performance Leadership for New Managers, participants will have acquired practical knowledge of performance leadership, goal setting, delegation, accountability, coaching, feedback, and team development. They will have gained skills in performance direction and goal setting, delegation and accountability management, coaching and performance feedback, and performance measurement with team development, plus a personal action plan. Gentex Training Center designed this program to help new managers lead teams that perform with confidence.





FAQs

Q1 What is the "High Performance Leadership for New Managers" course about?

It builds the skills new managers need to lead a performing team. Participants study performance drivers, goal setting, delegation, accountability, coaching, feedback, team development, difficult conversations, and performance measurement.

Q2 What are the key benefits of the "High Performance Leadership for New Managers" course?

Participants gain confidence in their new role, clearer expectations for their team, and faster handling of early performance problems. Organisations also reduce the disruption caused by poor first-time management and retain the talent that good supervision protects.

Q3 What skills will I gain from the "High Performance Leadership for New Managers" course?

You will develop four core skills: performance direction and goal setting, delegation and accountability management, coaching and performance feedback, and performance measurement with team development.



Q4 What tools, methods, or standards are covered in the "High Performance Leadership for New Managers" course?

The course covers the Balanced Scorecard, OKRs, SMART goals, cascading goal alignment, 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 group development, psychological safety practice, ThomasKilmann conflict modes, PDCA, and root cause analysis.

Q5 How is the "High Performance Leadership for New Managers" course applied in real-world practice?

Participants apply the methods to live management tasks, such as setting team objectives for a quarter, delegating a task with clear standards, coaching a team member through a skills gap, giving feedback to a former peer, and running a first performance review. Each module ends with an action commitment, so learning transfers directly into daily management.