

**HIGH PERFORMANCE
LEADERSHIP**



GENTEX[®]
TRAINING CENTER



Introduction

High Performance Leadership develops the capability to build and sustain teams that consistently deliver at a high level. High performance is not a personality trait found in certain leaders; it is a set of conditions that leaders create and maintain: clear direction, real accountability, strong capability, and a climate where people do their best work. This High Performance Leadership Training Course builds those conditions deliberately. Participants examine performance leadership, goal alignment, team development, delegation, coaching, feedback, and performance measurement. Furthermore, the course covers the Balanced Scorecard, OKRs, Tuckman's stages of group development, and the GROW and SBI models. It also addresses accountability without pressure and sustaining performance over time. As a result, participants leave able to raise their team's performance in a durable way.

High Performance Leadership Course Objectives

- Define high performance in measurable terms for your team and organisation.
- Set direction using the Balanced Scorecard, OKRs, and SMART goals.
- Align individual, team, and organisational objectives through cascading goals.
- Apply situational leadership to different capability and motivation levels.
- Build accountability without micromanagement.
- Delegate effectively using the five levels of delegation.
- Coach team members with the GROW model.
- Deliver constructive feedback using the SBI model.
- Develop teams through Tuckman's stages and psychological safety practice.
- Measure performance with leading and lagging indicators and review cycles.

Course Methodology

The course applies interactive, practice-based methods:



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- Facilitated workshops on live performance leadership challenges.
- Role-play of coaching, feedback, and accountability conversations.
- Case studies of high-performing and underperforming teams.
- 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

- 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 leading performance improvement initiatives.

High Performance Leadership Course Outlines

Day 1: Foundations of High Performance

- Defining high performance and distinguishing it from high activity.
- Understanding performance drivers: ability, motivation, and opportunity.
- Reviewing Goleman's six leadership styles.
- Applying situational leadership to team readiness levels.
- Diagnosing performance problems before acting.
- Assessing your team's current performance baseline.
- Identifying the biggest constraints on your team's results.





Day 2: Direction, Goals, and Performance Measures

- Translating strategy 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 levels and functions.
- Avoiding measurement pitfalls and distorted incentives.
- Building a KPI set and scorecard for your team.

Day 3: Delegation, Accountability, and Execution

- 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.
- Managing interruptions, workload, and competing demands.
- Building a weekly performance routine.

Day 4: Coaching, Feedback, and Team Development

- Coaching with the GROW model.
- Delivering feedback with the SBI model.
- Running structured performance review conversations.
- Developing teams through Tuckman's stages.
- Building psychological safety and shared accountability.

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- Motivating through recognition, autonomy, and growth.
- Practising coaching and review conversations in role-play.

Day 5: Improvement, Engagement, and Sustaining Performance

- Applying PDCA and root cause analysis to performance gaps.
- Managing underperformance decisively and fairly.
- Recognizing burnout and protecting sustainable effort.
- Leading change with Kotter's early steps and ADKAR awareness.
- Building engagement and retaining key performers.
- Reviewing performance with honest, reliable data.
- Finalizing a personal high performance leadership action plan.

Conclusion

By successfully completing High Performance Leadership, participants will have acquired practical knowledge of performance definition, goal alignment, delegation, accountability, coaching, feedback, and performance measurement. They will have gained skills in performance direction and goal setting, delegation and accountability management, coaching and performance feedback, and performance measurement and improvement, plus a personal action plan. Gentex Training Center designed this program to help leaders build teams that deliver consistently.

FAQs





Q1 What is the "High Performance Leadership" course about?

It develops the ability to build teams that consistently deliver at a high level. Participants study performance drivers, goal alignment, delegation, accountability, coaching, feedback, team development, and performance measurement.

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

Participants gain clearer objectives, stronger team alignment, and more consistent follow-through. Organisations also see higher engagement, less underperformance left unaddressed, better use of talent, and performance that holds up under pressure.

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

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

Q4 What tools, methods, or standards are covered in the "High Performance Leadership" 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, PDCA, root cause analysis, and Kotter's early change steps with ADKAR awareness.



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

Participants apply the methods to live leadership tasks, such as cascading team objectives, building a 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 leadership.