

HIGH PERFORMANCE PEOPLE SKILLS FOR LEADERS



GENTEX[®]
TRAINING CENTER



Introduction

High Performance People Skills for Leaders develops the human skills that determine whether leadership works in practice. Strategy, plans, and systems only deliver when leaders can communicate clearly, build trust, handle difficult conversations, and bring out the best in people. This High Performance People Skills for Leaders Training Course focuses on that human core. Participants examine emotional intelligence, trust building, communication, motivation, feedback, conflict handling, and team climate. Furthermore, the course covers Goleman's emotional intelligence framework, the trust equation, psychological safety, the GROW and SBI models, and ThomasKilmann conflict modes. It also addresses influence without authority and sustaining relationships under pressure. As a result, participants leave with people skills they can use in the next conversation they have.

High Performance People Skills for Leaders Course Objectives

- Apply emotional intelligence using Goleman's five components.
- Build trust using the trust equation: credibility, reliability, intimacy, and self-orientation.
- Communicate with clarity using active listening and confirm-back techniques.
- Motivate people using Herzberg's theory and self-determination theory.
- Deliver feedback with the SBI model and difficult messages with composure.
- Coach team members with the GROW model.
- Manage conflict using ThomasKilmann conflict modes.
- Build psychological safety so people speak honestly.
- Influence peers and stakeholders without formal authority.
- Sustain relationships and personal resilience under pressure.

Course Methodology



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Info@gentextraining.com



The course applies interactive, practice-based methods:

- Facilitated workshops on real interpersonal leadership challenges.
- Role-play of feedback, coaching, conflict, and difficult conversations.
- Case studies of leaders with strong and weak people skills.
- Self-assessment of emotional intelligence and communication habits.
- Group exercises with structured peer feedback.
- Action planning that converts each technique into a daily leadership habit.

Who Should Take This Course

- Team leaders, supervisors, and managers.
- Mid-level managers and department heads.
- Project and program managers.
- HR and organizational development professionals.
- Technical specialists moving into leadership.
- Professionals who lead teams without formal authority.

High Performance People Skills for Leaders Course Outlines

Day 1: Foundations of People Skills

- Defining people skills and their effect on leadership outcomes.
- Applying Goleman's five components of emotional intelligence.
- Building self-awareness and emotional regulation.
- Understanding your default communication and conflict style.
- Recognising how personality differences shape interaction.



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- Assessing your current people skills honestly.
- Setting personal development priorities for people skills.

Day 2: Trust, Listening, and Communication

- Building trust using the trust equation.
- Practising active listening and powerful questioning.
- Using confirm-back techniques to prevent misunderstanding.
- Reading non-verbal signals and adjusting delivery.
- Communicating difficult messages with clarity and respect.
- Adapting style across individuals, cultures, and contexts.
- Practising listening and communication in role-play.

Day 3: Motivation, Recognition, and Engagement

- Applying Herzberg's two-factor theory to motivation.
- Using self-determination theory for autonomy and engagement.
- Recognizing individual motivators and preferences.
- Designing recognition that fits the person.
- Building psychological safety using Edmondson's framework.
- Diagnosing disengagement and addressing it early.
- Building an engagement action set for your team.

Day 4: Feedback, Coaching, and Difficult Conversations

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



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- Handling defensiveness and emotional reactions.
- Addressing performance and behaviour issues fairly.
- Managing conflict using ThomasKilmann conflict modes.
- Repairing relationships after tension or disagreement.
- Practising feedback and difficult conversations.

Day 5: Influence, Relationships, and Resilience

- Influencing peers and stakeholders without formal authority.
- Applying Cialdini's principles of influence ethically.
- Building networks and maintaining working relationships.
- Managing strong emotions and pressure situations.
- Protecting your own wellbeing in people-facing roles.
- Reviewing people skills practice with honest feedback.
- Finalizing a personal people skills action plan.

Conclusion

By successfully completing High Performance People Skills for Leaders, participants will have acquired practical knowledge of emotional intelligence, trust building, communication, motivation, feedback, coaching, and conflict handling. They will have gained skills in emotional intelligence practice, trust and communication building, motivation and feedback delivery, and conflict handling with influence without authority, plus a personal action plan. Gentex Training Center designed this program to help leaders work with people in a way that produces results.





FAQs

Q1 What is the "High Performance People Skills for Leaders" course about?

It develops the human skills that make leadership work. Participants study emotional intelligence, trust building, listening and communication, motivation, feedback, coaching, conflict handling, and influence without formal authority.

Q2 What are the key benefits of the "High Performance People Skills for Leaders" course?

Participants gain stronger trust with their teams, fewer misunderstandings, and more confident handling of difficult conversations. Teams also feel safer raising problems, receive more useful feedback, and resolve disagreements without lasting damage.

Q3 What skills will I gain from the "High Performance People Skills for Leaders" course?

You will develop four core skills: emotional intelligence practice, trust and communication building, motivation and feedback delivery, and conflict handling with influence without authority.



Q4 What tools, methods, or standards are covered in the "High Performance People Skills for Leaders" course?

The course covers Goleman's five components of emotional intelligence, the trust equation, active listening and confirm-back techniques, Herzberg's two-factor theory, self-determination theory, Edmondson's psychological safety framework, the SBI feedback model, the GROW coaching model, ThomasKilmann conflict modes, and Cialdini's principles of influence.

Q5 How is the "High Performance People Skills for Leaders" course applied in real-world practice?

Participants apply the methods to live leadership situations, such as rebuilding trust after a disagreement, delivering a difficult message, coaching a struggling team member, mediating conflict between colleagues, and influencing a peer without authority. Each module ends with an action commitment, so learning transfers directly into daily practice.