

LEADERSHIP & MANAGEMENT SKILLS



GENTEX[®]
TRAINING CENTER



Introduction

Leadership & Management Skills Training Course develops the combined capability that modern organizations expect from their managers: the ability to lead people and manage work at the same time. Many professionals arrive in management roles strong in technical skill but untested in delegation, planning, and performance conversations. This program closes that gap with a complete, practical skill set. It covers leadership style, team development, goal setting, delegation, coaching, and performance management. As a result, participants learn to plan work, motivate people, and handle problems before they grow. Furthermore, the course builds communication, decision-making, and change leadership.

Leadership & Management Skills Course Objectives

- Distinguish leadership from management and apply both deliberately.
- Apply situational leadership to match style with team readiness.
- Set direction with vision statements and SMART objectives.
- Delegate using the five levels of delegation and clear ownership.
- Run effective one-to-one meetings and team briefings.
- Coach team members using the GROW model.
- Deliver feedback with the SBI and DESC frameworks.
- Manage performance, including improvement plans and appraisals.
- Build motivation using Herzberg and self-determination theory.
- Lead change with Kotter's eight steps and the ADKAR model.

Course Methodology

- Facilitated sessions built around real management situations.
- Role-play of one-to-ones, feedback, and appraisal conversations.

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- Case studies from service, technical, and project environments.
- Group exercises in planning, delegation, and goal setting.
- Self-assessment of leadership style and management habits.
- Simulation of team development and change scenarios.
- Peer coaching, reflection, and personal development planning.

Who Should Take This Course

- Newly appointed managers and team leaders.
- Experienced supervisors refreshing their practice.
- Technical experts moving into people management.
- Project and department managers.
- High-potential employees preparing for leadership.
- HR professionals supporting manager development.
- Business owners leading small teams.

Leadership & Management Skills Course Outlines

Day 1: Leadership, Management, and Personal Style

- Leadership versus management: tasks, people, and results.
- Leadership styles and the situational leadership model.
- Emotional intelligence basics for managers.
- Self-awareness and personal leadership brand.
- Time management and priority setting with the Eisenhower matrix.
- Common transitions and pitfalls for new managers.
- Workshop: leadership style self-assessment.





Day 2: Direction, Planning, and Goal Setting

- Creating vision and mission statements for a team.
- Cascading organizational strategy into team goals.
- Writing SMART objectives and key results.
- Action planning with simple project plans.
- Allocating resources and managing priorities.
- Tracking progress with performance measures.
- Workshop: building a team objective and action plan.

Day 3: Delegation, Communication, and Meetings

- Delegation principles and the five levels of delegation.
- Overcoming barriers to delegation.
- Communication styles and adapting the message.
- Active listening and questioning skills.
- Running effective team briefings and meetings.
- Managing remote and hybrid team communication.
- Role-play: delegating a task with clear accountability.

Day 4: Coaching, Feedback, and Performance

- Coaching versus mentoring versus instructing.
- Coaching with the GROW model.
- Giving feedback with SBI and DESC frameworks.
- Receiving feedback and managing defensive reactions.
- Conducting performance reviews and appraisal conversations.

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- Handling underperformance with improvement plans.
- Role-play: a coaching and feedback conversation.

Day 5: Motivation, Team Development, and Change

- Motivation theories: Maslow, Herzberg, and self-determination theory.
- Team development stages and the Tuckman model.
- Building trust and psychological safety.
- Managing conflict with the Thomas-Kilmann model.
- Leading change with Kotter's eight steps and ADKAR.
- Building a personal development plan.
- Capstone: presenting a 90-day leadership action plan.

Conclusion

By successfully completing Leadership & Management Skills Training Course, participants will have acquired the knowledge to set direction, plan and delegate work, coach and develop their teams, manage performance fairly, motivate people, and lead change with structure. They will also understand how to balance people and results in daily management. Gentex Training Center delivers this program through applied workshops and expert facilitation, so participants can manage with confidence from their first week.

FAQs for the Leadership & Management Skills course

Q1 What is the "Leadership & Management Skills" course about?



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It is a training program that builds the full set of capabilities managers need. It covers leadership style, planning and goal setting, delegation, communication, coaching, performance management, motivation, and change leadership.

Q2 What are the key benefits of the "Leadership & Management Skills" course?

Participants gain confidence in people management, stronger planning and delegation habits, and better performance conversations. Organizations benefit from consistent management standards, higher team engagement, fewer escalations, and managers who develop their own successors.

Q3 What skills will I gain from the "Leadership & Management Skills" course?

Participants build leadership style and team direction, planning, delegation, and goal setting, coaching, feedback, and performance management, and motivation, conflict handling, and change leadership.

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

The course covers situational leadership, the Eisenhower matrix, SMART objectives, OKRs, the five levels of delegation, the GROW coaching model, the SBI and DESC feedback frameworks, the Tuckman team stages, the Thomas-Kilmann conflict model, Kotter's eight steps, the ADKAR model, and Herzberg's theory.



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

Learners apply it by cascading team objectives, delegating with clear ownership levels, running structured one-to-ones and briefings, coaching team members, conducting appraisals, and leading improvement or change initiatives with a documented plan.

