

LEADERSHIP & PEOPLE MANAGEMENT



GENTEX[®]
TRAINING CENTER



Introduction

Leadership & People Management Training Course develops the skills managers need to lead people well, day after day. Technical ability earns a promotion; people management decides whether the leader succeeds in it. This program focuses on the human side of management: building trust, understanding individual motivation, holding honest conversations, and developing talent over time. It combines behavioral frameworks with extensive guided practice. As a result, participants learn to read team dynamics, handle conflict early, and support performance without micromanaging. Furthermore, the course covers coaching, wellbeing, and inclusive team leadership, so managers can lead diverse people with fairness and consistency.

Leadership & People Management Course Objectives

- Apply situational leadership to match style with individual readiness.
- Build trust and psychological safety within teams.
- Use emotional intelligence to read and respond to team dynamics.
- Apply motivation theory, including Herzberg and self-determination theory.
- Run effective one-to-one meetings with a structured agenda.
- Coach team members using the GROW model.
- Deliver feedback with the SBI and DESC frameworks.
- Handle conflict using the Thomas-Kilmann conflict model.
- Lead inclusive teams and manage unconscious bias.
- Support wellbeing and prevent burnout across the team.

Course Methodology

- Facilitated sessions built around real people management situations.
- Role-play of one-to-ones, coaching, and conflict conversations.

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Info@gentextraining.com



- Case studies from service, technical, and project-based teams.
- Group exercises in trust building and motivation planning.
- Self-assessment of leadership style and emotional intelligence.
- Simulation of team dynamics and difficult conversations.
- Peer coaching, reflection, and personal development planning.

Who Should Take This Course

- Managers and team leaders with people responsibility.
- Newly promoted supervisors and first-time managers.
- HR business partners and people advisers.
- Project and functional managers leading teams.
- High-potential employees preparing for leadership.
- Team leads in remote and hybrid settings.
- Business owners who manage their own staff.

Leadership & People Management Course Outlines

Day 1: Leadership, Influence, and Personal Style

- Leadership versus management in everyday practice.
- Situational leadership and adapting style to people.
- Sources of influence and leading without relying on authority.
- Basics of emotional intelligence for managers.
- Self-awareness and personal leadership habits.
- Common mistakes managers make with people.
- Workshop: leadership style and influence self-assessment.





Day 2: Trust, Motivation, and Engagement

- What trust is made of and how leaders build it.
- Psychological safety and the four stages model.
- Motivation theories: Maslow, Herzberg, and self-determination theory.
- Understanding individual drivers and preferences.
- Recognition, reward, and fair treatment.
- Measuring engagement and acting on results.
- Workshop: designing a team motivation plan.

Day 3: Communication, One-to-Ones, and Feedback

- Communication styles and adapting the message.
- Active listening, empathy, and reflective questioning.
- Designing and running effective one-to-ones.
- Giving feedback with SBI and DESC frameworks.
- Receiving feedback and handling defensive reactions.
- Communicating decisions that affect people.
- Role-play: conducting a structured one-to-one.

Day 4: Coaching, Development, and Difficult Conversations

- Coaching versus mentoring versus instructing.
- Coaching with the GROW model.
- Creating individual development plans.
- Preparing for difficult conversations step by step.

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- Managing strong emotions and staying regulated.
- Handling underperformance with care and clarity.
- Role-play: a difficult performance conversation.

Day 5: Conflict, Inclusion, and Team Wellbeing

- Understanding conflict sources and early warning signs.
- Conflict resolution with the Thomas-Kilmann model.
- Mediation basics and repairing relationships.
- Inclusive leadership and interrupting unconscious bias.
- Preventing burnout through workload and recovery design.
- Building a personal people leadership plan.
- Capstone: presenting a 90-day people management plan.

Conclusion

By successfully completing Leadership & People Management Training Course, participants will have acquired the knowledge to build trust, understand what motivates each person, hold honest and structured conversations, coach their teams, resolve conflict early, and lead inclusively while protecting wellbeing. They will also understand how to keep improving their people leadership through reflection and feedback. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping participants lead people with competence and care.

FAQs for the Leadership & People Management course





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

It is a training program that focuses on the human side of management. It covers trust, motivation, one-to-ones, coaching, feedback, difficult conversations, conflict resolution, inclusion, and team wellbeing.

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

Participants gain stronger relationships with their teams, more honest conversations, and better handling of conflict and underperformance. Organizations benefit from higher engagement and retention, reduced burnout, and managers who develop people instead of only directing them.

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

Participants build trust building and situational leadership, motivation and engagement management, coaching, feedback, and difficult conversations, and conflict resolution, inclusive leadership, and wellbeing support.

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

The course covers situational leadership, the four stages of psychological safety, Herzberg's theory, self-determination theory, the GROW coaching model, the SBI and DESC feedback frameworks, the Thomas-Kilmann conflict model, and individual development planning.



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

Learners apply it by holding regular one-to-ones with clear agendas, coaching team members through goals and obstacles, giving structured feedback, addressing conflict early, tracking engagement signals, and adjusting workloads to protect wellbeing.