

LEADERSHIP QUALITIES AND EFFECTIVE MANAGEMENT



GENTEX[®]
TRAINING CENTER



Introduction

Leadership Qualities and Effective Management Training Course develops both sides of the leadership role: the qualities that earn trust and the management discipline that delivers results. A leader without management skill creates enthusiasm without structure; a manager without leadership qualities creates structure without commitment. This program builds the two together. It covers character, judgment, communication, planning, delegation, performance management, and team development. As a result, participants learn to set direction, organise work, and inspire people in the same week. Furthermore, the course covers decision-making, accountability, and change leadership, so participants can lead with both warmth and rigor.

Leadership Qualities and Effective Management Course Objectives

- Identify the personal qualities that build leadership credibility.
- Apply the transformational and situational leadership models.
- Build self-awareness through emotional intelligence frameworks.
- Set direction with vision, mission, and SMART objectives.
- Plan work with clear priorities using the Eisenhower matrix.
- Delegate using the five levels of delegation and the RACI matrix.
- Manage performance with appraisal reviews and improvement plans.
- Give feedback with the SBI and DESC frameworks.
- Coach team members using the GROW model.
- Lead change with Kotter's eight steps and the ADKAR model.

Course Methodology

- Facilitated sessions built around real management situations.

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- Self-assessment of leadership qualities and management habits.
- Role-play of feedback, appraisal, and difficult conversations.
- Group exercises in planning, delegation, and goal setting.
- Case studies from service, industrial, and project environments.
- Simulation of team development and change leadership.
- Peer feedback, reflection, and personal development planning.

Who Should Take This Course

- Managers and team leaders at all levels.
- Experienced supervisors refreshing their practice.
- Newly appointed managers building foundations.
- Technical experts moving into people management.
- Project and department managers.
- HR professionals supporting manager development.
- Business owners leading their own teams.

Leadership Qualities and Effective Management Course Outlines

Day 1: Leadership Qualities and Personal Credibility

- Defining leadership qualities and how they are developed.
- Character, integrity, and consistency in behaviour.
- Transformational and situational leadership models.
- Emotional intelligence and self-awareness.
- Building trust and personal credibility.



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- Common qualities of ineffective leaders.
- Workshop: leadership qualities self-assessment.

Day 2: Direction, Planning, and Decision Making

- Vision, mission, and purpose for a team.
- Setting objectives with SMART criteria.
- Prioritising work with the Eisenhower matrix.
- Structured decision making with decision matrices.
- Problem solving with the 5 Whys and fishbone diagrams.
- Managing time, meetings, and energy.
- Workshop: building a quarterly team plan.

Day 3: Delegation, Communication, and Meetings

- Delegation principles and the five levels of delegation.
- Accountability and the RACI matrix.
- Communication styles and adapting the message.
- Active listening and questioning techniques.
- Running effective team meetings and briefings.
- Managing hybrid and remote communication.
- Role-play: delegating with clear accountability.

Day 4: Performance Management and Development

- Conducting appraisal and performance review conversations.
- Setting performance standards and success criteria.
- Giving feedback with the SBI and DESC frameworks.



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- Handling underperformance with structured improvement plans.
- Coaching with the GROW model.
- Recognising achievement and building motivation.
- Role-play: a performance review conversation.

Day 5: Teams, Change, and Leadership Growth

- Team development stages and the Tuckman model.
- Building psychological safety and cohesion.
- Managing conflict with the Thomas-Kilmann model.
- Leading change with Kotter's eight steps and ADKAR.
- Delegating accountability for results.
- Building a personal development plan.
- Capstone: presenting a 90-day management action plan.

Conclusion

By successfully completing Leadership Qualities and Effective Management Training Course, participants will have acquired the knowledge to build personal credibility, set direction, plan and delegate work, manage performance fairly, coach their teams, and lead change with structure. They will also understand how to balance the human and the operational sides of management. Gentex Training Center delivers this program through applied workshops and expert facilitation, so participants can lead and manage with equal confidence.





FAQs for the Leadership Qualities and Effective Management course

Q1 What is the "Leadership Qualities and Effective Management" course about?

It is a training program that combines leadership qualities with management discipline. It covers credibility, direction setting, planning and decision making, delegation, communication, performance management, coaching, and change leadership.

Q2 What are the key benefits of the "Leadership Qualities and Effective Management" course?

Participants gain stronger personal credibility, more disciplined planning and delegation, and fairer performance conversations. Organizations benefit from consistent management standards, higher engagement, clearer accountability, and managers who develop their teams rather than only directing them.

Q3 What skills will I gain from the "Leadership Qualities and Effective Management" course?

Participants build leadership credibility and self-awareness, planning, decision-making, and delegation, performance management and feedback, and coaching, team development, and change leadership.



Q4 What tools, methods, or standards are covered in the "Leadership Qualities and Effective Management" course?

The course covers transformational and situational leadership models, emotional intelligence frameworks, SWOT analysis, SMART objectives, the Eisenhower matrix, decision matrices, the 5 Whys, fishbone diagrams, the five levels of delegation, the RACI matrix, the SBI and DESC feedback frameworks, the GROW coaching model, the Tuckman stages, the Thomas-Kilmann conflict model, Kotter's eight steps, and the ADKAR model.

Q5 How is the "Leadership Qualities and Effective Management" course applied in real-world practice?

Learners apply it by setting quarterly team plans, delegating with clear ownership and follow-up, running structured appraisals and feedback sessions, coaching team members through obstacles, and leading change initiatives with stakeholder communication and review.