

**LEADING HIGH
PERFORMING TEAMS**



GENTEX[®]
TRAINING CENTER



Introduction

Leading High Performing Teams Training Course develops leaders who can turn a group of capable individuals into a team that outperforms its parts. High performance comes from clear purpose, defined roles, strong trust, and disciplined ways of working not from talent alone. Many teams plateau because accountability is vague, conflict goes unspoken, and standards drift. This program addresses those causes directly. It covers team design, psychological safety, goal alignment, and performance routines. As a result, participants learn to build teams that sustain results without burnout. Furthermore, the course covers remote teamwork, conflict resolution, and leadership succession.

Leading High Performing Teams Course Objectives

- Define the characteristics of high-performing teams.
- Apply the Tuckman team development stages model.
- Build psychological safety using the four-stage model.
- Align team goals with the RACI matrix and SMART objectives.
- Establish team norms, charters, and working agreements.
- Set standards for performance and hold the team to them.
- Run team meetings, retrospectives, and review routines.
- Manage conflict with the Thomas-Kilmann conflict model.
- Coach individual members with the GROW model.
- Measure team health with engagement and performance indicators.

Course Methodology

- Facilitated sessions built around real team challenges.
- Team diagnostic workshops using health and maturity models.
- Role-play of conflict, feedback, and standards conversations.

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- Group exercises in team charters and role clarity.
- Case studies of high-performing and dysfunctional teams.
- Simulation of a team retrospective and review meeting.
- Peer feedback, reflection, and a personal team leadership plan.

Who Should Take This Course

- Managers and team leaders at all levels.
- Project and program managers leading teams.
- Department and functional heads.
- HR and organizational development professionals.
- Agile delivery leaders and scrum masters.
- Operations and service team leaders.
- High-potential employees preparing for leadership.

Leading High Performing Teams Course Outlines

Day 1: Team Foundations and Development

- Defining teams versus groups and workgroups.
- The Tuckman model: forming, storming, norming, performing, adjourning.
- Team purpose, identity, and shared values.
- Team composition, skills balance, and diversity.
- Common causes of underperformance in teams.
- Setting team standards and expectations.
- Workshop: team health diagnostic.





Day 2: Trust, Psychological Safety, and Accountability

- The trust equation and credibility building.
- The four stages of psychological safety.
- Encouraging voice, contribution, and constructive challenge.
- Building accountability with the RACI matrix.
- Recognition, fairness, and consistent standards.
- Managing status, inclusion, and belonging.
- Workshop: designing a team charter.

Day 3: Goals, Roles, and Performance Routines

- Aligning team goals with SMART objectives.
- Clarifying roles and decision rights.
- Designing team meetings and review cadences.
- Performance tracking with team-level KPIs.
- Delegation and shared ownership practice.
- Continuous improvement with PDCA and retrospectives.
- Workshop: building a team operating rhythm.

Day 4: Communication, Conflict, and Coaching

- Communication styles inside the team.
- Feedback with the SBI and DESC frameworks.
- Sources of conflict and early warning signs.
- Conflict resolution with the Thomas-Kilmann model.
- Coaching members with the GROW model.

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- Managing remote and hybrid team dynamics.
- Role-play: resolving a team conflict.

Day 5: Sustaining High Performance and Growth

- Avoiding burnout through workload and recovery design.
- Recognising and rewarding performance fairly.
- Developing successors and building team depth.
- Reviewing team performance with structured checkpoints.
- Capturing lessons with after-action reviews.
- Creating a personal team leadership plan.
- Capstone: presenting a 90-day team performance plan.

Conclusion

By successfully completing Leading High Performing Teams Training Course, participants will have acquired the knowledge to build team purpose and identity, establish trust and psychological safety, align goals and roles, run disciplined performance routines, manage conflict constructively, coach team members, and sustain high performance without burnout. They will also understand how to measure team health and act on what the data shows. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping leaders build teams that perform and endure.

FAQs for the Leading High Performing Teams course





Q1 What is the "Leading High Performing Teams" course about?

It is a training program that teaches leaders how to build teams that consistently outperform. It covers team development stages, trust and psychological safety, goal and role alignment, performance routines, conflict handling, and coaching.

Q2 What are the key benefits of the "Leading High Performing Teams" course?

Participants gain stronger team cohesion, clearer accountability, and better handling of conflict and underperformance. Organizations benefit from higher engagement and retention, more reliable delivery, lower burnout, and teams that keep performing when the leader is absent.

Q3 What skills will I gain from the "Leading High Performing Teams" course?

Participants build team design and development leadership, trust and psychological safety building, goal, role, and performance alignment, and conflict management, coaching, and team performance sustainment.

Q4 What tools, methods, or standards are covered in the "Leading High Performing Teams" course?

The course covers the Tuckman team stages, the four stages of psychological safety, the trust equation, the RACI matrix, SMART objectives, team-level KPIs, the SBI and DESC feedback frameworks, the Thomas-Kilmann conflict model, the GROW coaching model, PDCA, and retrospectives.



Q5 How is the "Leading High Performing Teams" course applied in real-world practice?

Learners apply it by running a team health diagnostic, agreeing a team charter, clarifying roles and decision rights, setting a meeting and review rhythm, addressing conflict early, and tracking team KPIs and engagement over time.