

**LEADING PEOPLE AND
TEAMS FOR OPTIMAL
PERFORMANCE**



GENTEX[®]
TRAINING CENTER



Introduction

Leading People and Teams for Optimal Performance Training Course develops the leadership capability that turns capable individuals into a cohesive, high-output team. Optimal performance depends on clear direction, well-designed roles, honest feedback, and a climate where people bring their full effort. Many leaders focus on tasks and neglect the human conditions that make tasks possible. This program corrects that balance. It covers leadership style, motivation, team development, performance management, and conflict handling. As a result, participants learn to raise output while protecting engagement. Furthermore, the course covers coaching, delegation, and building the leadership depth that sustains performance.

Leading People and Teams for Optimal Performance Course Objectives

- Apply the situational and transformational leadership models.
- Build self-awareness through emotional intelligence frameworks.
- Set direction with vision statements and SMART objectives.
- Design team structures with the RACI matrix and clear roles.
- Apply motivation theory, including Herzberg and self-determination theory.
- Run effective one-to-one meetings and team briefings.
- Coach team members using the GROW model.
- Give feedback with the SBI and DESC frameworks.
- Handle conflict with the Thomas-Kilmann conflict model.
- Measure team performance with KPIs and engagement indicators.

Course Methodology

- Facilitated sessions built around real people-leadership situations.

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- Self-assessment of leadership style and people-management habits.
- Role-play of one-to-ones, coaching, and difficult conversations.
- Group exercises in role design and team goal setting.
- Case studies from service, technical, and project environments.
- Simulation of team development and performance challenges.
- Peer feedback, reflection, and a personal people leadership plan.

Who Should Take This Course

- Managers and team leaders at all levels.
- Newly promoted supervisors and first-time managers.
- Operations and service team leaders.
- Project and program managers leading people.
- HR and organizational development professionals.
- Leaders managing remote and hybrid teams.
- High-potential employees preparing for leadership.

Leading People and Teams for Optimal Performance Course Outlines

Day 1: Leadership Style and Self-Awareness

- Leadership versus management in daily practice.
- Situational and transformational leadership models.
- Emotional intelligence and the four domains.
- Understanding your default leadership habits.
- Building credibility and personal presence.



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- Managing your own stress and reactions.
- Workshop: leadership style self-assessment.

Day 2: Direction, Roles, and Team Design

- Creating team purpose and vision statements.
- Setting objectives with SMART criteria.
- Designing roles with the RACI matrix.
- Team development stages and the Tuckman model.
- Team composition, diversity, and skill balance.
- Delegation with clear ownership.
- Workshop: designing a team operating agreement.

Day 3: Motivation, Engagement, and Recognition

- Motivation theories: Maslow, Herzberg, and self-determination theory.
- Understanding individual drivers and preferences.
- Recognition practices that feel genuine and fair.
- Building autonomy without losing accountability.
- Engagement measurement and practical responses.
- Managing workload and preventing burnout.
- Workshop: building a team motivation plan.

Day 4: Communication, Feedback, and Difficult Conversations

- Communication styles and adapting the message.
- Active listening and reflective questioning.



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- Running effective one-to-ones and team meetings.
- Feedback with the SBI and DESC frameworks.
- Preparing for and holding difficult conversations.
- Handling underperformance with improvement plans.
- Role-play: a performance conversation.

Day 5: Coaching, Conflict, and Sustained Performance

- Coaching with the GROW model.
- Managing conflict with the Thomas-Kilmann model.
- Building psychological safety and trust.
- Tracking performance with KPIs and dashboards.
- Developing successors and building team depth.
- Creating a personal people leadership plan.
- Capstone: presenting a 90-day performance plan.

Conclusion

By successfully completing Leading People and Teams for Optimal Performance Training Course, participants will have acquired the knowledge to set clear direction, design roles and routines, motivate individuals, hold honest performance conversations, coach their teams, resolve conflict, and measure performance with reliable indicators. They will also understand how to sustain engagement while raising output. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping leaders get the best from their people.





FAQs for the Leading People and Teams for Optimal Performance course

Q1 What is the "Leading People and Teams for Optimal Performance" course about?

It is a training program that develops the leadership practices that raise both output and engagement. It covers leadership style, team design, motivation, feedback, difficult conversations, coaching, conflict handling, and performance measurement.

Q2 What are the key benefits of the "Leading People and Teams for Optimal Performance" course?

Participants gain stronger team cohesion, better performance conversations, and higher engagement. Organizations benefit from more reliable delivery, lower turnover, fewer people problems, and leaders who develop their teams rather than only directing them.

Q3 What skills will I gain from the "Leading People and Teams for Optimal Performance" course?

Participants build leadership style and self-awareness, team direction, role design, and delegation, motivation, engagement, and feedback practice, and coaching, conflict management, and performance measurement.



Q4 What tools, methods, or standards are covered in the "Leading People and Teams for Optimal Performance" course?

The course covers situational and transformational leadership models, emotional intelligence frameworks, SMART objectives, the RACI matrix, the Tuckman team stages, Herzberg's theory, self-determination theory, the SBI and DESC feedback frameworks, the GROW coaching model, the Thomas-Kilmann conflict model, and KPI and engagement indicator sets.

Q5 How is the "Leading People and Teams for Optimal Performance" course applied in real-world practice?

Learners apply it by agreeing team purpose and objectives, clarifying roles and decision rights, holding regular one-to-ones, giving structured feedback, coaching members through obstacles, and tracking performance and engagement indicators with their teams.