

LEADING THROUGH AGILITY, RESILIENCE AND EMOTIONAL INTELLIGENCE



GENTEX[®]

TRAINING CENTER



Introduction

Leaders today work in conditions that shift faster than annual plans can absorb. The Leading through Agility, Resilience and Emotional Intelligence Training Course equips them for that reality. Participants combine three capabilities: agile leadership behaviours, personal and team resilience, and emotional intelligence. They examine how to respond to change quickly, stay steady under sustained pressure, and read what teams need before problems escalate. Furthermore, the programme covers ambiguity, coaching, conflict, and wellbeing. Delivered by Gentex Training Center over five days, this programme suits managers, team leaders, and senior professionals. As a result, participants lead change with composure and momentum.

Leading through Agility, Resilience and Emotional Intelligence Course Objectives

- Explain agile leadership principles and how they differ from agile project mechanics.
- Apply the four-domain emotional intelligence model to leadership behaviour.
- Assess personal emotional intelligence using the EQ-i 2.0 framework.
- Apply self-regulation techniques during ambiguity, setbacks, and crisis.
- Use cognitive reframing and the ABC model to reinterpret difficult situations.
- Apply Agile frameworks including Scrum roles and Kanban flow principles.
- Lead teams through the emotional cycle of change and change fatigue.
- Coach team members using the GROW model and Situational Leadership.
- Manage team conflict with the Thomas-Kilmann Instrument and mediation techniques.
- Build resilience habits, psychological safety, and sustainable performance.

Course Methodology

- Interactive sessions combining agile, resilience, and emotional intelligence theory.

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- Leadership simulations with structured peer observation and feedback.
- Role-plays covering ambiguity, coaching, and difficult conversations.
- Resilience and stress-management exercises with reflective practice.
- Case studies of agile transformation and leadership recovery.
- Action planning with a 90-day integrated leadership development plan.

Who Should Take This Course

- Managers and department heads leading through change.
- Team leaders in agile and hybrid operating environments.
- Project and programme managers navigating uncertainty.
- Senior professionals taking on people leadership.
- Human resources and organisational development professionals.
- Executives sponsoring transformation initiatives.
- Leaders responsible for team wellbeing and performance.

Leading through Agility, Resilience and Emotional Intelligence Course Outlines

Day 1: Agile Leadership Foundations

- Agile mindset and the Agile Manifesto principles.
- Agile leadership versus agile project management.
- Scrum roles, Kanban flow, and iterative delivery concepts.
- Servant leadership and leadership without command.
- Decision making under ambiguity and incomplete information.
- Building adaptive, learning-oriented teams.



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- Self-assessment: personal agile leadership profile.

Day 2: Emotional Intelligence for Agile Leaders

- The four-domain model: self-awareness, self-management, social awareness, relationship management.
- Daniel Goleman's five components and six leadership styles.
- The EQ-i 2.0 model and its composite scales.
- Emotions, judgement, and decision quality under pressure.
- Recognising personal triggers during rapid change.
- Self-regulation techniques: breathing, pausing, and the six-second rule.
- Practice: a personal trigger and response map.

Day 3: Resilience Under Sustained Pressure

- Defining resilience and the stress-performance curve.
- Cognitive reframing with the ABC model.
- Managing setbacks, reversals, and failed experiments.
- Burnout, compassion fatigue, and early warning signs.
- Building personal resilience habits and recovery routines.
- Supporting team wellbeing and workload realism.
- Practice: a personal resilience and recovery plan.

Day 4: Coaching, Feedback, and Team Dynamics

- Situational Leadership across agile team maturity.
- Coaching with the GROW model instead of directing.
- Giving and receiving feedback in fast-moving teams.



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- Psychological safety and productive disagreement.
- Managing remote and hybrid team dynamics.
- Motivation, recognition, and sustainable pace.
- Role-play: a coaching conversation during a difficult sprint.

Day 5: Conflict, Change, and Action Planning

- Sources of conflict in agile and changing environments.
- Conflict handling with the Thomas-Kilmann Instrument.
- Mediating between competing priorities and teams.
- Leading teams through change fatigue and uncertainty.
- The emotional cycle of change and practical interventions.
- Building a 90-day integrated leadership plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Leading through Agility, Resilience and Emotional Intelligence Training Course, participants will have acquired practical knowledge of agile leadership principles, the four-domain emotional intelligence model, the ABC reframing model, self-regulation and resilience techniques, the GROW coaching model, and conflict management practice. In addition, they will lead with composure through fast-moving change. Gentex Training Center delivers this programme through leadership simulations and structured reflection, so participants apply their new knowledge immediately.

FAQs





Q1 What is the "Leading through Agility, Resilience and Emotional Intelligence" course about?

The course combines three leadership capabilities: agile adaptability, personal and team resilience, and emotional intelligence. It covers agile mindset, self-regulation under pressure, reframing setbacks, coaching, conflict handling, and sustainable team performance.

Q2 What are the key benefits of the "Leading through Agility, Resilience and Emotional Intelligence" course?

Participants respond faster to change without losing composure or clarity. Furthermore, they recover from setbacks more quickly, reduce burnout in themselves and their teams, and coach people through uncertainty. As a result, performance holds steady through disruption.

Q3 What skills will I gain from the "Leading through Agility, Resilience and Emotional Intelligence" course?

Participants gain agile leadership and adaptive decision making, emotional self-awareness and regulation, resilience and stress management, and coaching and conflict handling. These four skills combine to sustain leadership effectiveness through continuous change.



Q4 What tools, methods, or standards are covered in the "Leading through Agility, Resilience and Emotional Intelligence" course?

The programme uses the Agile Manifesto principles, Scrum roles and Kanban flow concepts, the four-domain emotional intelligence model, Daniel Goleman's five components and six leadership styles, the EQ-i 2.0 assessment model, the ABC reframing model, the six-second rule, the Situational Leadership model, the GROW coaching model, the Thomas-Kilmann Conflict Mode Instrument, and psychological safety frameworks.

Q5 How is the "Leading through Agility, Resilience and Emotional Intelligence" course applied in real-world practice?

Leaders apply it when responding to shifting priorities, recovering from a failed initiative, coaching a stressed team member, announcing an unexpected change, mediating between competing teams, and sustaining morale during long transformation programmes. In addition, they use it to protect their own judgement during sustained pressure.