

MASTERING PEOPLE MANAGEMENT & TEAM LEADERSHIP



GENTEX[®]
TRAINING CENTER



Introduction

Mastering People Management & Team Leadership Training Course develops the two capabilities that together determine a manager's effectiveness: managing people fairly and leading a team with direction. Managing people covers expectations, feedback, performance, and development; team leadership covers purpose, trust, culture, and cohesion. Managers who do only one of these stall either they run tight processes with disengaged staff, or they inspire without delivering. This program builds both. As a result, participants learn to set standards, motivate individuals, build high-performing teams, and lead through change. Furthermore, the course covers conflict, delegation, and accountability.

Mastering People Management & Team Leadership Course Objectives

- Apply the transformational and situational leadership models.
- Build self-awareness through emotional intelligence frameworks.
- Set direction with vision statements and SMART objectives.
- Design roles and decision rights with the RACI matrix.
- Delegate using the five levels of delegation with clear ownership.
- Apply motivation theory: Herzberg and self-determination theory.
- Run effective one-to-one meetings and team briefings.
- Give feedback with the SBI and DESC frameworks.
- Manage performance with appraisal reviews and improvement plans.
- Coach team members using the GROW model and lead change with ADKAR.

Course Methodology

- Facilitated sessions built around real people-management situations.

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- Self-assessment of leadership style and management habits.
- Role-play of one-to-ones, appraisals, and difficult conversations.
- Group exercises in team design, goals, and role clarity.
- Case studies from service, technical, and project environments.
- Simulation of team conflict and change scenarios.
- Peer feedback, reflection, and a personal leadership action plan.

Who Should Take This Course

- Managers and team leaders at all levels.
- Newly appointed supervisors and first-time managers.
- Operations and service team leaders.
- Project and program managers leading people.
- HR professionals supporting manager development.
- Technical experts moving into people management.
- Business owners leading their own teams.

Mastering People Management & Team Leadership Course Outlines

Day 1: Leadership Style and Personal Foundations

- Leadership versus management in daily practice.
- Transformational and situational leadership models.
- Emotional intelligence and the four domains.
- Self-awareness, triggers, and personal credibility.
- Time management with the Eisenhower matrix.



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- Common pitfalls for new people managers.
- Workshop: leadership style self-assessment.

Day 2: Direction, Roles, and Team Design

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

Day 3: Motivation, Engagement, and Recognition

- Motivation theories: 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.
- Workload design and burnout prevention.
- Workshop: building a team motivation plan.

Day 4: Communication, Feedback, and Performance

- Communication styles and adapting the message.
- Active listening and reflective questioning.
- Running effective one-to-ones and team briefings.



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- Feedback with the SBI and DESC frameworks.
- Appraisal and performance review conversations.
- Handling underperformance with improvement plans.
- Role-play: a performance and development conversation.

Day 5: Coaching, Conflict, and Leading Change

- Coaching with the GROW model.
- Managing conflict with the Thomas-Kilmann model.
- Building psychological safety and team trust.
- Leading change with Kotter's eight steps and the ADKAR model.
- Building leadership depth and succession in the team.
- Creating a personal leadership development plan.
- Capstone: presenting a 90-day people and team plan.

Conclusion

By successfully completing Mastering People Management & Team Leadership Training Course, participants will have acquired the knowledge to set direction clearly, design roles and accountability, motivate and recognise their people, hold honest performance conversations, coach team members, resolve conflict constructively, and lead their teams through change. They will also understand how to build trust and leadership depth within the team. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping managers lead people and teams with confidence.





FAQs for the Mastering People Management & Team Leadership course

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

It is a training program that develops both people management and team leadership capability. It covers leadership style, direction setting, role design, delegation, motivation, feedback, performance management, coaching, conflict, and change.

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

Participants gain confidence in people conversations, stronger team cohesion, and fairer performance management. Organizations benefit from higher engagement and retention, more consistent leadership standards, fewer people problems, and teams that deliver without constant supervision.

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

Participants build leadership style and self-awareness, direction setting, role design, and delegation, motivation, engagement, and performance management, and coaching, conflict resolution, and change leadership.



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

The course covers transformational and situational leadership models, emotional intelligence frameworks, the Eisenhower matrix, SMART objectives, team KPIs, the RACI matrix, the Tuckman team stages, the five levels of delegation, Herzberg's theory, self-determination theory, the SBI and DESC feedback frameworks, the GROW coaching model, the Thomas-Kilmann conflict model, Kotter's eight steps, and the ADKAR model.

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

Learners apply it by agreeing team purpose and objectives, clarifying roles and decision rights, running scheduled one-to-ones, giving structured feedback, conducting appraisals, coaching members through obstacles, and leading change with clear adoption tracking.