

Course No. 2015

# Leadership Competencies & High-Performance Management Training Course

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LEADERSHIP & MANAGEMENT DEVELOPMENT  
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

**5 Days**

DELIVERY

**Classroom**



## Course Overview

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The Leadership Competencies & High-Performance Management Training Course provides a practical framework for developing the leadership competencies and management capabilities required to build high-performing teams and achieve sustainable organizational results. The programme focuses on the behaviors, skills, and management practices that enable leaders to translate objectives into measurable performance.

Participants will explore core leadership competencies including self-awareness, emotional intelligence, strategic thinking, communication, influence, accountability, delegation, coaching, problem-solving, and decision-making. The course emphasizes the ability to adapt leadership behavior to different situations while maintaining clarity, consistency, and alignment with organizational priorities.

The programme also examines the foundations of high-performance management, including goal setting, performance expectations, productivity, motivation, engagement, feedback, talent development, team dynamics, and performance measurement. Participants will learn how to identify performance gaps and implement practical interventions that strengthen individual and team effectiveness.

Through leadership assessments, case studies, management simulations, practical exercises, and an integrated final workshop, participants will develop the capabilities to lead with greater impact, manage performance systematically, strengthen accountability, and create a culture focused on collaboration, continuous improvement, and measurable results.

## Objectives

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- By the end of this training course, participants will be able to:
- Identify the core competencies required for effective contemporary leadership.
- Assess personal leadership strengths, development needs, and behavioral patterns.
- Apply emotional intelligence to improve leadership and interpersonal effectiveness.
- Adapt leadership approaches to different people, situations, and organizational requirements.
- Translate organizational objectives into clear team goals and performance expectations.

- Build high-performing teams based on trust, collaboration, accountability, and shared objectives.
- Apply effective delegation and empowerment techniques.
- Strengthen employee motivation, engagement, and commitment.
- Apply coaching and mentoring techniques to develop individual and team capabilities.
- Conduct effective performance discussions and provide constructive feedback.
- Identify performance gaps and develop appropriate improvement actions.
- Apply structured approaches to managerial problem-solving and decision-making.
- Strengthen communication, influence, negotiation, and conflict-management skills.
- Establish meaningful performance indicators and monitoring mechanisms.
- Lead teams effectively through change, uncertainty, and performance challenges.
- Develop an integrated leadership competency and high-performance management improvement plan.

## Who Should Attend

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This course is designed for managers, department heads, supervisors, team leaders, emerging leaders, senior specialists, project managers, programme managers, and professionals with current or future people-management responsibilities.

It is also highly relevant to executives, business unit leaders, HR and talent management professionals, operations managers, functional leaders, technical managers, and professionals responsible for employee performance, leadership development, organizational effectiveness, and team productivity.

The programme is suitable for professionals working in government entities, ministries, banks and financial institutions, oil and gas, energy, engineering, construction, manufacturing, healthcare, technology, telecommunications, utilities, and major corporate organizations.

## Learning Outcomes

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- Upon completion of the course, participants will be able to:
- Demonstrate stronger leadership competencies and managerial effectiveness.
- Evaluate personal leadership behaviors and identify areas for continued development.

- Apply emotional intelligence to improve relationships, communication, and leadership impact.
- Select leadership approaches according to team needs and organizational circumstances.
- Establish clear performance expectations aligned with organizational priorities.
- Build cohesive teams with strong accountability and collaborative behaviors.
- Delegate responsibilities while maintaining appropriate control and accountability.
- Apply motivation techniques suited to different employee needs and performance conditions.
- Conduct effective coaching conversations and support employee development.
- Provide timely, specific, and constructive performance feedback.
- Identify the root causes of performance gaps and determine appropriate interventions.
- Manage conflict and difficult workplace situations constructively.
- Make effective managerial decisions using structured analysis and sound judgment.
- Monitor performance using relevant indicators, reviews, and management information.
- Lead teams through change while maintaining engagement and performance.
- Develop a practical roadmap for strengthening leadership competencies and high-performance management.

## Course Outline

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### DAY 01

## Core Leadership Competencies and Personal Effectiveness

- Foundations of contemporary leadership competencies
- Leadership behaviors and management effectiveness
- Self-awareness and personal leadership assessment
- Emotional intelligence and leadership impact
- Leadership credibility, trust, and professional presence
- Adaptability and situational leadership
- Personal accountability and leadership responsibility
- Building influence across organizational levels

### PRACTICAL EXERCISE

Leadership competency assessment and individual development priorities

**DAY 02**

## Building High-Performance Teams

- Characteristics of high-performing teams
- Team formation, dynamics, and development
- Establishing shared objectives and performance expectations
- Building trust and psychological safety
- Roles, responsibilities, and team accountability
- Delegation and empowerment
- Motivation and employee engagement
- Managing diversity of skills, experience, and working styles

**PRACTICAL EXERCISE**

Developing a high-performance team model

**DAY 03**

## Performance Management, Coaching and Talent Development

- Principles of effective performance management
- Translating objectives into measurable performance expectations
- Performance indicators and monitoring
- Performance review conversations
- Constructive feedback techniques
- Coaching and mentoring for performance improvement
- Identifying performance gaps and root causes
- Managing underperformance
- Talent development and capability building

**PRACTICAL EXERCISE**

Conducting a performance and coaching conversation

**DAY 04**

## Communication, Influence and Challenging Management Situations

- Effective managerial communication
- Active listening and questioning techniques
- Influence and persuasion
- Negotiation and consensus building
- Conflict prevention and resolution
- Managing difficult conversations
- Addressing resistance and employee concerns
- Decision-making in challenging situations
- Leading through pressure and uncertainty

**PRACTICAL EXERCISE**

Managing a difficult performance and conflict scenario

**DAY 05**

## Performance Excellence, Change Leadership and Continuous Improvement

- Creating a culture of high performance
- Accountability and results-oriented management
- Performance dashboards and management reviews
- Productivity and priority management
- Leading teams through organizational change
- Sustaining employee engagement during transformation
- Continuous improvement and organizational learning
- Leadership succession and capability development
- Measuring leadership and team effectiveness
- Final Integrated Workshop: Developing a Leadership Competencies & High-Performance Management Improvement Plan



## **Register or Request More Information**

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Course page: <https://quest-training.com/courses/leadership-competencies-high-performance-management-training-course>

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