



Management And Leadership

## High Performance People Skills for Leaders

## Course Introduction

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This intensive five-day course is designed to equip leaders with essential people skills that enhance team performance, drive engagement, and foster a positive workplace culture. Participants will explore advanced communication techniques, emotional intelligence, conflict resolution strategies, and coaching methodologies to effectively lead their teams toward high performance. Through interactive activities, role-playing, and real-world scenarios, leaders will develop the tools necessary to inspire, motivate, and cultivate talent within their organizations.

## Target Audience

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- Current leaders and managers
- Emerging leaders and supervisors
- HR professionals involved in leadership development
- Team leaders looking to enhance their people skills

## Learning Objectives

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**By the end of this training course, participants will be able to:**

- Demonstrate advanced communication skills that foster collaboration and trust within teams.
- Utilize emotional intelligence to enhance interpersonal relationships and decision-making.
- Implement effective conflict resolution strategies to address and manage disputes.
- Apply coaching and mentoring techniques to support team members' growth and development.
- Develop strategies to inspire and motivate teams, driving high performance and engagement.

# Course Outline

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## • 01 Day One

### **Introduction to High-Performance People Skills**

- Welcome and Introduction
- Course Overview and Objectives
- Importance of People Skills for Leaders
- **Activity:** Self-Assessment of Current People Skills

### **Key Communication Skills for Leaders**

- Verbal and Non-Verbal Communication
- Active Listening Techniques

### **Workshop:** Effective Communication Exercises

## • 02 Day Two

### **Emotional Intelligence in Leadership**

- Understanding Emotional Intelligence (EI)
- Components of EI: Self-Awareness, Self-Regulation, Motivation, Empathy, Social Skills
- The Role of EI in Leadership Success

### **Developing Emotional Intelligence**

- Self-Assessment and Reflection on EI
- Strategies for Improving EI

### **Activity:** Role-Playing Scenarios to Practice EI

## • 03 Day Three

### **Conflict Resolution and Negotiation Skills**

- Understanding Conflict: Types and Causes

### **Conflict Resolution Styles**

- Collaborative vs. Competing Approaches

## **Strategies for Effective Conflict Resolution**

- Active Listening and Empathy in Conflict
- Negotiation Techniques for Leaders

**Workshop:** Conflict Resolution Role-Plays

### **• 04 Day Four**

## **Coaching and Mentoring for Performance Enhancement**

- The Importance of Coaching and Mentoring in Leadership

## **Coaching Models and Techniques**

- GROW Model (Goal, Reality, Options, Will)

## **Creating a Coaching Culture within Teams**

- Providing Constructive Feedback

**Activity:** Practicing Coaching Conversations

### **• 05 Day Five**

## **Motivating Teams and Driving High Performance**

- Understanding Motivation: Theories and Applications

## **Intrinsic vs. Extrinsic Motivation**

- Techniques for Inspiring and Motivating Teams

## **Building a High-Performance Culture**

- Setting Clear Expectations and Goals
- Recognizing and Rewarding Performance

**Group Activity:** Action Planning for Implementation in the Workplace

- Course Wrap-Up and Feedback

# Confirmed Sessions

FROM	TO	DURATION	FEE\$	LOCATION
May 19, 2025	May 23, 2025	5 days	4250.00 \$	UAE - Dubai
July 28, 2025	Aug. 1, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 29, 2025	Jan. 2, 2026	5 days	4250.00 \$	UAE - Abu Dhabi