



Senior Leadership Program for Transformation and Organizational Excellence

10 – 21 January 2027
Toronto



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Overview

Senior organizational leaders must direct multi-level teams, steer complex strategic transitions, and balance divergent stakeholder priorities across corporate hierarchies. The Senior Leadership Program for Organizational Excellence prepares executives to master personal leadership, upward management, peer collaboration, and team enablement. Participants explore behavioral models, conflict diagnostic frameworks, coaching matrices, and analytical problem-solving tools to drive accountability and sustainable operational performance. This ten-day executive program is delivered by Agile Leaders Training Center.

Who Should Attend

This program is designed for senior executives and institutional decision-makers who direct organizational policy, oversee cross-functional departments, and guide transformation initiatives.

- Chief Executive Officers and Deputy Chief Executive Officers
- General Managers and Managing Directors
- Members of Corporate Executive Committees
- Senior Sector and Department Directors
- Strategic Transformation and Organizational Excellence Directors

Departments and Industries

This curriculum supports executives leading strategic functions across public, private, and non-profit sectors.

- Corporate Governance and Executive Leadership Offices
- Strategic Planning, Performance, and Transformation Divisions
- Human Capital and Organizational Development Units
- Enterprise Project Management and Operations Directorates
- Public Sector Authorities, Energy Enterprises, Healthcare Groups, and Infrastructure Providers

Learning Objectives

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



- Demonstrate self-awareness and disciplined self-leadership to align personal focus with enterprise goals.
- Lead upward by managing stakeholder expectations, building vertical trust, and navigating corporate hierarchies.
- Coach and develop high-performing teams using structured inquiry and accountability models.
- Influence lateral peers and build collaborative partnerships across departmental boundaries without formal authority.
- Apply Daniel Goleman emotional intelligence domains to manage workplace triggers and strengthen interpersonal communication.
- Formulate win-win negotiation strategies and resolve disputes using the Thomas-Kilmann Conflict Mode Instrument.
- Execute structured problem-solving using Ishikawa Fishbone diagrams, Pareto analysis, and Edward de Bono Six Thinking Hats.
- Draft a personal leadership action plan to steer organizational transformation.

Course Agenda

Day 1: Leading Self

- Personal leadership foundations and executive self-awareness
- Goal setting methodologies and personal self-discipline
- Stress management, cognitive stamina, and resilience building
- 16 Personalities Assessment and executive behavioral traits
- Executive time management and energy focus allocation
- Leadership mindset and self-motivation principles
- Reflection and Review: Strengthening personal leadership foundations

Day 2: Leading Superiors

- Building productive working relationships with senior decision-makers
- Upward management: influencing and advising executive leadership
- Navigating formal hierarchies and informal power structures
- Executive upward reporting and stakeholder expectation alignment
- Political acumen and organizational power mapping
- Establishing credibility and mutual trust in vertical interactions
- Reflection and Review: Leading upward with strategic confidence

Day 3: Leading Followers

- Motivating multi-disciplinary teams and sustaining morale
- Constructive feedback delivery and recognition systems
- Employee talent development and structured coaching
- Aligning individual performance targets with departmental objectives
- Cultivating workplace accountability and psychological safety
- Executive communication clarity and operational role demarcation
- Reflection and Review: Driving team performance and accountability



Day 4: Leading Peers

- Cross-functional collaboration and partnership development
- Lateral persuasion and horizontal influence tactics
- Managing peer expectations and horizontal team dynamics
- Conflict mitigation between peer executives and departments
- Leading without formal authority across functional boundaries
- Breaking down departmental silos and cultivating inter-unit trust
- Reflection and Review: Strengthening peer collaboration across divisions

Day 5: Emotional Intelligence in Leadership

- Emotional intelligence principles based on Daniel Goleman model
- Empathy development and interpersonal sensitivity in executive contexts
- Emotional regulation, composure, and resilience during crisis
- Identifying cognitive and emotional triggers in high-pressure workplaces
- Connecting emotional intelligence competencies to business outcomes
- Assessing and refining executive social intelligence capabilities
- Reflection and Review: Embedding emotional intelligence in leadership

Day 6: Persuasion and Influence

- Strategic persuasion frameworks and executive argument formulation
- Shaping organizational outcomes and decision pathways
- Ethical governance boundaries in executive influence
- Position power versus personal influence in modern management
- Executive narrative framing and strategic storytelling
- Implementing Robert Cialdini principles of ethical influence
- Reflection and Review: Mastering persuasion across governance networks

Day 7: Coaching and Development

- Professional coaching methodologies and leadership growth frameworks
- Formulating individual development plans and talent acceleration paths
- Evaluating coaching interventions and developmental return on investment
- Conducting developmental dialogues with the Ask-Tell Matrix
- Executing performance improvement sessions using the GROW Model
- Embedding a sustainable coaching culture within enterprise teams
- Reflection and Review: Elevating organizational capabilities through coaching



Day 8: Negotiation Skills

- Strategic negotiation planning, trade-off analysis, and executive tactics
- Analyzing behavioral styles with the Thomas-Kilmann Conflict Mode Instrument
- Pre-negotiation research, positioning, and bargaining zone design
- Achieving sustainable win-win agreements between competing stakeholders
- Distinguishing fundamental underlying interests from positional posturing
- Cultural intelligence and cross-cultural negotiation protocols
- Reflection and Review: Executive negotiation practice in business contexts

Day 9: Decision-Making and Problem-Solving

- Structured executive decision-making frameworks
- Systematic problem analysis and issue framing methods
- Root Cause Analysis utilizing Ishikawa Fishbone diagrams and Pareto rules
- Parallel exploration techniques using Edward de Bono Six Thinking Hats
- Managing cognitive biases through Daniel Kahneman fast and slow thinking principles
- Balancing divergent option generation with convergent operational selection
- Reflection and Review: Sound decision-making in complex environments

Day 10: Conflict Resolution and Integration

- Executive conflict resolution frameworks and mediation techniques
- Workplace grievance handling and dispute resolution mechanisms
- Synthesizing multi-directional leadership capabilities for organizational impact
- Formulating the personal leadership action plan
- Guiding teams and organizations through strategic change and crises
- Integrated leadership simulation and business case review
- Reflection and Review: Personal leadership transformation roadmap

Course Toolbox

Participants receive practical templates and diagnostic instruments for workplace application.

- Executive Leadership Development Framework and Self-Assessment Profiler
- The 16 Personalities Assessment Guide and Executive Reflection Log
- The Ask-Tell Matrix Coaching Grid and GROW Model Worksheet
- Thomas-Kilmann Conflict Mode Instrument Diagnostic Reference
- Edward de Bono Six Thinking Hats Facilitation Template
- Root Cause Analysis Sheets and Ishikawa Fishbone Diagram Models
- Personal Leadership Action Plan and Implementation Tracker



FAQs

What specific qualifications or prerequisites are required before participants enroll in the course?

This course does not require formal academic prerequisites. It is designed for executives who hold senior leadership positions, direct corporate strategy, oversee departments, or hold institutional accountability for operational results. Practical exposure to managing teams and navigating organizational politics is helpful.

How long is each daily session, and what is the total number of hours required for the full course?

Daily sessions run for approximately four to five hours, incorporating facilitated instruction, peer dialogue, diagnostic assessments, and scenario analysis. Over ten days, the program provides forty to fifty hours of structured leadership study and application.

Isn't emotional intelligence just another name for good communication skills?

Emotional intelligence encompasses far more than verbal fluency. Structured around Daniel Goleman model, it covers self-awareness, emotional regulation, intrinsic drive, empathy, and social proficiency. These capabilities determine how executives negotiate, coach subordinates, make high-stakes decisions, and maintain credibility during organizational stress.

How This Course Differs from Other Leadership Programs

While many executive seminars concentrate solely on supervisory oversight or generic management concepts, this program treats leadership across four interdependent arenas: self, superiors, followers, and peers. Executives examine practical analytical instruments including the Ask-Tell Matrix, Thomas-Kilmann Conflict Mode Instrument, 16 Personalities Assessment, and Six Thinking Hats to address daily organizational challenges. By combining emotional intelligence with structured decision models such as Ishikawa Fishbone analysis and Daniel Kahneman cognitive frameworks, participants build an integrated operational approach to lead complex business transformations successfully.