Situational Leadership and Team Management Strategies

25 – 29 January 2027
Milan

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Ref: 1555_214968 **Date:** 25 – 29 January 2027 **Location:** Milan **Fees:** 5700 Euro

Course Overview

Effective leadership requires the ability to adapt management approaches to different employees, situations, and workplace challenges. This course introduces participants to Situational Leadership principles and practical team management techniques, enabling them to select appropriate leadership styles based on individual capabilities, motivation, and development needs.

Participants will explore four essential leadership approaches—Directing, Coaching, Supporting, and Delegating—and learn how to apply them to everyday management situations. The course emphasizes effective communication, employee motivation, team building, delegation, conflict resolution, and performance improvement.

Through interactive exercises, workplace scenarios, group discussions, and practical leadership simulations, participants will develop the confidence to lead diverse teams, strengthen employee engagement, and improve organizational performance. The program focuses on practical leadership skills that can be immediately applied in the workplace without requiring advanced management experience.

Target Audience

- Heads of Departments and Section Managers
- Training and Development Managers
- Team Leaders and Supervisors
- Middle-Level Managers
- Administrative and Operations Managers
- Human Resources and Employee Development Professionals
- Newly Appointed Managers and Emerging Leaders

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Target Departments

- Training and Development Department
- Human Resources Department
- Planning and Performance Management Department
- Administration and General Services Department
- Operations and Logistics Department
- Organizational Development Department
- Customer Relations and Service Departments

Target Sectors

- Government Agencies and Public Institutions
- Energy, Oil, Gas, and Utilities Sector
- Banking and Financial Services Sector
- Manufacturing and Industrial Sector
- Healthcare and Education Sector
- Logistics and Transportation Sector
- Private Companies and Service Organizations

Course Offerings

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

- Understand Situational Leadership principles and identify different leadership styles.
- Apply directing, coaching, supporting, and delegating approaches according to employee development needs.
- Assess team members' competence, confidence, and commitment to determine appropriate leadership responses.
- Improve leadership communication and strengthen interpersonal relationships.
- Build motivated, collaborative, and high-performing teams.
- Apply practical coaching and delegation techniques to develop employee capabilities.
- Manage workplace conflicts and address team performance challenges.
- Enhance employee engagement, accountability, and ownership of responsibilities.
- Adapt leadership behaviors to changing workplace situations and team requirements.
- Develop a practical leadership action plan for improving departmental performance.

Training Methodology

This course uses an interactive and practical learning approach that combines instructor-led discussions, real-world case studies, leadership self-assessments, role-playing activities, and group exercises. Participants will examine common workplace leadership challenges and practice selecting appropriate leadership styles based on employee capabilities and situational requirements.

The training incorporates team-building exercises, coaching simulations, communication scenarios, and delegation workshops to strengthen participants' leadership confidence and managerial effectiveness. Each training day includes practical activities and reflection sessions that help participants connect the concepts to their departmental responsibilities.

The program concludes with a Situational Leadership application exercise and an individual leadership development action plan, enabling participants to transfer their learning into measurable workplace improvements.

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Course Tools

- Leadership Style Self-Assessment Questionnaire
- Situational Leadership Style Selection Matrix
- Employee Competence and Commitment Assessment Worksheet
- Leadership Communication and Feedback Templates
- Coaching and Delegation Planning Worksheets
- Team Motivation and Engagement Checklist
- Conflict Resolution Case Studies
- Team Performance Evaluation Templates
- Personal Leadership Development Action Plan

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Course Agenda

Day 1: Foundations of Situational Leadership and Leadership Styles

- Topic 1: Understanding Leadership and Its Role in Effective Team Management
- Topic 2: Introduction to Situational Leadership Principles and Applications
- Topic 3: Understanding the Four Leadership Styles: Directing, Coaching, Supporting, and Delegating
- Topic 4: Assessing Employee Competence, Confidence, and Commitment
- Topic 5: Matching Leadership Styles to Employee Development Needs
- Topic 6: Recognizing When and How to Adapt Leadership Approaches
- Review: Leadership Style Self-Assessment and Practical Exercise on Selecting Appropriate Leadership Styles for Different Workplace Situations.

Day 2: Leadership Communication and Interpersonal Effectiveness

- Topic 1: The Role of Effective Communication in Situational Leadership
- Topic 2: Adapting Communication Styles to Different Employees and Situations
- Topic 3: Active Listening, Empathy, and Understanding Team Members
- Topic 4: Giving Clear Instructions, Expectations, and Constructive Feedback
- Topic 5: Building Trust, Credibility, and Positive Workplace Relationships
- Topic 6: Managing Difficult Conversations and Resolving Communication Barriers
- Review: Interactive Role-Playing Exercise on Leadership Communication, Employee Feedback, and Handling Challenging Workplace Conversations.

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Day 3: Team Building, Motivation, and Employee Engagement

- Topic 1: Understanding Team Dynamics and Stages of Team Development
- Topic 2: Building Collaborative and High-Performing Teams
- Topic 3: Identifying Individual Motivation Drivers and Employee Needs
- Topic 4: Applying Situational Leadership to Improve Team Motivation
- Topic 5: Encouraging Employee Participation, Trust, and Shared Responsibility
- Topic 6: Managing Team Conflicts and Strengthening Cooperation
- Review: Team-Building Simulation and Group Exercise on Motivating Employees with Different Competence and Commitment Levels.

Day 4: Coaching, Delegation, and Performance Management

- Topic 1: Understanding Coaching as a Practical Leadership Responsibility
- Topic 2: Identifying Employee Development Needs and Performance Gaps
- Topic 3: Applying Coaching and Supporting Leadership Styles in Daily Management
- Topic 4: Effective Delegation Based on Employee Readiness and Capability
- Topic 5: Setting Clear Performance Expectations and Promoting Accountability
- Topic 6: Providing Performance Feedback and Supporting Continuous Employee Development
- Review: Coaching and Delegation Workshop Using Realistic Employee Development and Performance Management Scenarios.

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Day 5: Applying Situational Leadership to Workplace Challenges

- Topic 1: Applying Situational Leadership in Everyday Management Decisions
- Topic 2: Adapting Leadership Approaches During Organizational and Team Changes
- Topic 3: Handling Underperformance, Resistance, and Employee Motivation Challenges
- Topic 4: Strengthening Team Accountability, Ownership, and Decision-Making
- Topic 5: Evaluating Leadership Effectiveness and Team Performance Improvements
- Topic 6: Developing a Personal Situational Leadership and Team Management Action Plan
- Review: Practical Leadership Simulation, Group Case Study, and Presentation of Individual Leadership Development Action Plans..

FAQs

1. What are the qualifications or requirements for participants before enrolling in the course?

No advanced leadership qualifications or technical knowledge are required. The course is suitable for department heads, supervisors, team leaders, and professionals with basic management responsibilities. Previous experience supervising employees is beneficial but not mandatory.

2. How long is the daily training session, and what is the total number of course hours?

Each training session lasts approximately 4–5 hours, including practical exercises, group discussions, and interactive learning activities. The course is delivered over one week, providing a total of 20–25 training hours.

3. What is Situational Leadership, and how can it improve team management?

Situational Leadership is an approach that encourages managers to adapt their leadership behavior according to employees' capabilities, confidence, commitment, and specific workplace requirements. Rather than applying one management style to every situation, leaders learn when to provide clear direction, coaching, support, or greater responsibility through delegation. This flexibility can improve employee development, communication, motivation, and team performance.

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4. How does this course differ from other leadership training programs?

Unlike general leadership programs that focus primarily on management theories, this course emphasizes adapting leadership styles to specific employee needs and workplace situations. It combines Situational Leadership principles with communication, team building, motivation, coaching, delegation, and accountability.

Participants practice applying these skills through realistic workplace scenarios and develop individual action plans to support continuous leadership improvement.

5. How can participants apply the knowledge gained from this course in their workplace?

Participants will be able to assess their team members' development needs, adapt communication and leadership styles, provide appropriate coaching and support, delegate responsibilities more effectively, and address common team management challenges.

At the end of the course, each participant will develop a practical leadership action plan identifying specific actions to improve communication, employee engagement, delegation, and team performance within their department.