



The Complete Leadership Development Training Course (10-Day Program)

29 March – 9 April 2027
Milan

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Overview

Organizational performance relies on capable supervisors and managers who direct cross-functional efforts, guide team performance, and handle workplace dynamics. This leadership development training course provides ten days of immersive skill building across self-governance, upward communication, team alignment, and peer collaboration. Participants explore practical frameworks for emotional intelligence, coaching dialogues, tactical negotiation, and analytical problem-solving. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Mid-level managers and department supervisors seeking to expand their managerial influence.
- Project managers and operational team leaders handling cross-functional teams.
- Human resources and talent development specialists responsible for leadership capability.
- Technical specialists transitioning into supervisory and team management positions.
- High-potential professionals preparing for expanded management responsibilities.

Departments and Industries

This program supports leaders across corporate operational units, public sector departments, and project management offices.

- Operations and Project Delivery Units in Engineering and Infrastructure
- Human Capital and Talent Management Teams in Corporate Enterprises
- Customer Service and Support Divisions in Financial and Professional Services
- Administrative and Operational Departments in Healthcare and Education
- Supply Chain and Distribution Units in Consumer Goods and Manufacturing

Learning Objectives

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



- Apply self-awareness diagnostics to enhance personal productivity, discipline, and emotional balance.
- Manage upward relationships and executive stakeholder expectations with constructive communication.
- Coach direct reports using structured questioning models that drive accountability and performance.
- Facilitate cross-departmental collaboration and resolve horizontal friction without relying on direct authority.
- Utilize emotional intelligence frameworks to assess social cues and de-escalate interpersonal tension.
- Execute principled negotiation strategies to achieve mutual value during workplace disagreements.
- Formulate structured problem-solving analyses using root cause tools and decision frameworks.
- Establish an individualized personal leadership action plan to implement within departmental workflows.

Course Agenda

Day 1: Leading Self

- Personal leadership baseline evaluation and self-awareness diagnostics
- Goal orientation, self-regulation, and disciplined execution
- Stress management techniques and psychological resilience under pressure
- 16 Personalities Assessment for identifying communication styles and work preferences
- Time management matrices and energy optimization for managers
- Cultivating a proactive leadership mindset and sustained self-motivation
- Structured self-reflection on individual development priorities

Day 2: Leading Superiors

- Establishing productive working relationships with direct managers and executives
- Managing up through proactive progress reporting and reliable execution
- Navigating organizational structures, reporting channels, and governance paths
- Upward communication strategies and executive stakeholder expectation management
- Organizational awareness and informal influence mapping
- Earning professional trust, credibility, and executive sponsorship
- Review of upward influence scenarios and practical communication adjustments

Day 3: Leading Followers

- Workforce motivation drivers and employee engagement principles
- Delivering constructive performance feedback and meaningful recognition
- Employee skill development through regular supervisory feedback
- Aligning individual work objectives with departmental targets
- Fostering personal ownership and a culture of mutual accountability
- Team communication cadences, delegations, and role clarity
- Action review on driving accountability and performance across direct reports

Day 4: Leading Peers

- Cross-functional collaboration and partnership building across departmental lines
- Persuasive communication and alignment techniques for working with colleagues
- Managing peer expectations, interdependent workflows, and shared resources
- Resolving interpersonal friction and procedural disputes among equals
- Leading cross-functional initiatives without formal supervisory authority
- Building interdepartmental trust through transparency and reliable commitments
- Collaborative review on dismantling functional silos and driving mutual outcomes

Day 5: Emotional Intelligence in Leadership

- Core dimensions of emotional intelligence in leadership based on Daniel Goleman's model
- Empathy development and social cue recognition in professional settings
- Emotional self-regulation and composure during operational crises
- Identifying workplace emotional triggers and managing impulsive reactions
- Examining the operational impact of emotional intelligence on employee retention
- Assessing personal emotional quotient competencies and identifying growth gaps
- Practical review on applying emotional intelligence to difficult workplace interactions

Day 6: Persuasion and Influence

- Core mechanisms of constructive persuasion and stakeholder buy-in
- Influencing organizational decisions through logical reasoning and shared value
- Ethical boundaries in professional influence and avoidance of manipulation
- Distinguishing between position power, expertise power, and relationship influence
- Strategic storytelling to communicate operational vision and change initiatives
- Application of Robert Cialdini's principles of ethical influence in management
- Facilitated debrief on executing persuasive proposals and gaining stakeholder consensus

Day 7: Coaching and Development

- Coaching principles for operational supervisors and department managers
- Designing individual development plans and skill-building milestones
- Tracking progress and evaluating the tangible impact of workplace coaching
- Utilizing the Ask-Tell Matrix to balance directive and developmental conversations
- Implementing the GROW model across structured supervisory check-ins
- Embedding continuous coaching habits into everyday supervisory routines
- Peer coaching practice and technique refinement



Day 8: Negotiation Skills

- Core stages of commercial and internal operational negotiation
- Evaluating personal conflict tendencies using the Thomas-Kilmann Conflict Mode Instrument
- Structured pre-negotiation preparation and target outcome setting
- Distinguishing between underlying interests and fixed positional demands
- Value creation strategies to achieve sustainable win-win agreements
- Cultural intelligence and adapting negotiation style to diverse counterparts
- Simulation debrief on reaching robust agreements under operational constraints

Day 9: Decision-Making and Problem-Solving

- Structured methodologies for strategic problem identification and resolution
- Root cause evaluation using Ishikawa Fishbone diagrams and Pareto distributions
- Structured multi-perspective evaluation using Edward de Bono's Six Thinking Hats
- Managing cognitive biases and dual-system reasoning based on Daniel Kahneman's research
- Balancing divergent and convergent thinking during team brainstorming
- Evaluating risk, trade-offs, and operational contingencies in decision matrices
- Review of decision quality under conditions of uncertainty and time pressure

Day 10: Conflict Resolution and Integration

- Conflict diagnosis and early intervention strategies for operational leaders
- Mediation models for resolving workplace grievances and interpersonal tension
- Managing team friction during restructuring, crisis, or organizational change
- Synthesizing multi-level leadership capabilities across teams and departments
- Capstone leadership simulation debrief and behavioural feedback
- Formulating an individualized personal leadership action plan for workplace transfer
- Final course reflection on sustaining managerial effectiveness

Course Toolbox

Participants receive practical templates and guides designed for workplace application.

- Self-assessment inventories covering personality traits and conflict styles
- The Thomas-Kilmann Conflict Mode Instrument reference guide
- Supervisory coaching templates incorporating the GROW framework and Ask-Tell Matrix
- Conflict mediation flowcharts and workplace conversation guides
- Decision-making frameworks including Fishbone templates and Six Thinking Hats checklists
- Personal leadership action plan documentation for operational implementation



FAQs

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

There are no formal academic prerequisites required for registration. The program is designed for current and emerging supervisors, project leads, department heads, and professionals moving into people management roles. Familiarity with everyday organizational communication and operational workflows is beneficial.

How long is each day's session, and is there a total number of hours required for the entire course?

Daily sessions run for approximately four to five hours, encompassing interactive instruction, case evaluations, peer exercises, and structured debriefs. The ten-day syllabus delivers between 40 and 50 total instructional hours.

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

While effective communication is an outcome of emotional intelligence, the underlying competency is broader. Based on established models such as Daniel Goleman's research, it encompasses self-awareness, emotional self-regulation, internal drive, social empathy, and relationship management. These attributes govern how leaders handle stress, resolve disputes, coach subordinates, and influence colleagues.

How does this course differ from executive-only leadership programs?

This program focuses on operational, mid-level, and cross-functional leadership execution. It addresses the practical reality of leading across multiple directions simultaneously: managing direct reports, collaborating with peer managers across departments, and communicating upward to executive sponsors. Practical tools like the Ask-Tell Matrix, root cause fishbone diagrams, and conflict mode assessments provide actionable value for daily supervisory demands.