LEADERSHIP & MANAGEMENT · SHORT COURSE

Practical Leadership and People Management: From Tasks to Team Performance

This practical course equips managers, supervisors, team leaders, department heads, and emerging leaders with the knowledge and practical skills required to lead people effectively, manage workplace performance, build high-performing teams, and achieve organizational objectives.

DATES	14–18 Dec 2026	DURATION	5-day course
COURSE FEE	TZS 1,300,000 · per participant	VAT	Fee excludes VAT
VENUE	Arusha, Tanzania	DAILY HOURS	8:30 AM – 4:30 PM
FEE INCLUDES	Course materials, lunch and refreshments	CERTIFICATE	Certificate of attendance
TRAINER	Elly International training team	APPLICATIONS	Open for applications

Overview

This practical course equips managers, supervisors, team leaders, department heads, and emerging leaders with the knowledge and practical skills required to lead people effectively, manage workplace performance, build high-performing teams, and achieve organizational objectives.

The course focuses on the transition from simply assigning and supervising tasks to creating accountable, motivated, collaborative, and results-oriented teams. Participants will explore practical leadership approaches, communication, delegation, motivation, emotional intelligence, coaching, performance management, conflict resolution, team development, and employee engagement.

Through practical exercises, leadership scenarios, role plays, workplace case studies, and group activities, participants will develop practical skills for managing different personalities, handling difficult workplace situations, giving constructive feedback, setting expectations, delegating effectively, resolving conflicts, and building a culture of accountability and continuous improvement.

Course content

Module 1: Foundations of Practical Leadership

- Understanding leadership and management
- Leadership versus management
- The role of an effective team leader
- Leadership responsibilities and expectations
- Different leadership styles and approaches
- Situational leadership
- Leading by example
- Leadership credibility and trust
- From task supervision to team leadership
- Common leadership challenges in the workplace

Module 2: Self-Awareness and Emotional Intelligence

- Understanding emotional intelligence
- Self-awareness and leadership effectiveness
- Managing emotions under pressure
- Self-regulation and professional behaviour
- Empathy and understanding others
- Social awareness and interpersonal relationships
- Building positive workplace relationships
- Emotional intelligence in difficult situations
- Developing personal leadership strengths
- Practical emotional intelligence exercises

Module 3: Building High-Performing Teams

- Understanding effective teams
- Characteristics of high-performing teams
- Team roles and responsibilities
- Establishing clear team objectives
- Building trust and psychological safety
- Team norms and workplace expectations
- Collaboration and teamwork
- Managing diverse personalities and working styles
- Building team accountability
- Developing a results-oriented team culture

Module 4: Communication for Effective Leadership

- Principles of effective workplace communication
- Leadership communication styles
- Active listening and questioning techniques
- Giving clear instructions and expectations
- Effective meetings and team briefings
- Written and verbal communication
- Communicating organizational goals and priorities
- Managing communication barriers
- Giving and receiving feedback
- Communicating difficult messages professionally

Module 5: Delegation, Accountability and Task Management

- Understanding effective delegation
- Delegation versus task allocation
- Selecting tasks and responsibilities to delegate
- Matching tasks to employee capabilities
- Setting clear expectations and deadlines
- Defining authority and accountability
- Monitoring delegated work without micromanaging
- Follow-up and progress tracking
- Managing workload and priorities
- Creating a culture of ownership and responsibility

Module 6: Motivation, Engagement and Employee Performance

- Understanding employee motivation

- Intrinsic and extrinsic motivation
- Factors affecting workplace engagement
- Recognizing and appreciating employee contributions
- Building employee commitment
- Creating a supportive work environment
- Addressing low motivation and disengagement
- Linking individual performance to organizational objectives
- Recognition and reward approaches
- Practical employee engagement strategies

Module 7: Coaching, Mentoring and Developing People

- Coaching versus mentoring
- Role of leaders in employee development
- Identifying employee strengths and development needs
- Effective coaching conversations
- Asking powerful coaching questions
- Giving constructive feedback
- Performance improvement conversations
- Developing individual development plans
- Knowledge sharing and succession development
- Creating a continuous learning culture

Module 8: Performance Management and Results Orientation

- Understanding workplace performance management
- Setting clear performance expectations
- Aligning individual and team objectives
- Developing measurable performance indicators
- Monitoring team performance
- Conducting performance reviews
- Identifying performance gaps
- Addressing underperformance
- Developing performance improvement plans
- Linking performance to organizational results
- Continuous performance improvement

Module 9: Conflict Management and Difficult Workplace Situations

- Understanding workplace conflict
- Common causes of team conflict
- Early identification of conflict
- Conflict management styles
- Managing disagreements between employees
- Handling difficult conversations
- Dealing with difficult behaviours
- Mediation and collaborative problem-solving
- Managing workplace complaints
- Maintaining professionalism during conflict
- Turning conflict into constructive outcomes

Module 10: Decision-Making, Problem-Solving and Leadership Under Pressure

- Leadership decision-making principles

- Structured problem-solving approaches
- Identifying root causes
- Evidence-based decision-making
- Managing uncertainty and competing priorities
- Risk awareness and decision-making
- Delegating decision-making appropriately
- Handling pressure and urgent situations
- Learning from mistakes and failures
- Developing practical action-oriented solutions

Module 11: Leading Change and Building a Performance Culture

- Understanding organizational change
- The role of leaders in change management
- Communicating change effectively
- Managing resistance to change
- Engaging employees during organizational change
- Building adaptability and resilience
- Creating a culture of accountability
- Encouraging innovation and continuous improvement
- Sustaining high team performance
- Measuring and reinforcing organizational performance

Module 12: Practical Leadership and Team Performance Project

- Leadership self-assessment
- Identifying team performance challenges
- Developing team objectives and expectations
- Delegation and accountability exercise
- Conducting a coaching conversation
- Giving constructive performance feedback
- Conflict-resolution role play
- Developing a team performance improvement plan
- Creating a practical employee engagement strategy
- Developing an individual leadership action plan
- Group case studies and leadership simulations

Who should attend

This course is designed for:

- Senior managers and executives
- Department heads and managers
- Team leaders and supervisors
- Project and programme managers
- Human resource managers and officers
- Operations managers
- Administrative managers
- Finance and procurement managers
- ICT and technology managers
- Sales and marketing managers
- Customer service managers
- Public-sector managers and supervisors

- NGO and development-sector managers
- Emerging and aspiring leaders
- Professionals transitioning into management roles
- Anyone responsible for supervising, developing, or managing employees

Suitable Sectors

The course is particularly relevant to government ministries, departments and agencies, local government authorities, public institutions, private companies, banks and financial institutions, NGOs and development organizations, universities and educational institutions, healthcare organizations, manufacturing companies, telecommunications companies, tourism and hospitality organizations, professional service firms, and other organizations seeking to strengthen leadership, employee performance, teamwork, accountability, and organizational results.

How to apply

Apply online at ellyinternational.co.tz. Your place is confirmed only after we review your application and contact you, within 1 working day.

Apply for this course | **Ask on WhatsApp** | **Email us**

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Details correct as of 28 November 2026.