Leadership Best Practices Applied: Team Results Casework

11 – 22 January 2027
Madrid (Spain)



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Leadership Best Practices for Peak Performance is a 2-week course for team leads and managers who want more practice time than a short course allows. Over two weeks you apply proven methods for direction, coaching, delegation and change to cases from manufacturing, healthcare and services, and you leave with a 90-Day Team Performance Plan. Leadership Best Practices for Peak Performance is delivered by Mercury Training Center.

About This Course

Many team leads know the theory but struggle to turn it into steady results when deadlines, turnover and change hit at once. You should already supervise people or a function. The two weeks alternate short method sessions with case clinics, role plays and peer review, so each tool is practiced several times before you apply it to your own team.

Who It Is For

- Team leads responsible for the daily output and quality of a group of staff
- Department heads accountable for targets, budgets and staffing in their area
- Project managers who coordinate people they do not formally supervise
- Supervisors moving into a wider management role with several teams
- HR and talent partners who coach managers on team performance

This course is not for new employees with no responsibility for others, who will gain more from a foundation course on workplace effectiveness, or for senior executives shaping enterprise strategy, who are better served by a board-level strategy course.

Competencies You Will Build

- Setting team direction: you turn strategy into clear objectives your team can track each week.
- Performance coaching: you run regular one-to-one conversations that lift individual results.
- Delegating with accountability: you hand over work with clear outcomes and timely check-ins.
- Structured decision making: you resolve problems with evidence rather than habit.
- Managing conflict: you address disagreements early and keep the team working together.
- Guiding change: you plan and sustain new ways of working with limited resistance.

What You Will Be Able to Do

By the end of the course you will be able to:

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- From team performance data, identify the two or three gaps that most affect results and set targets for them.
- Given a strategic goal, write team OKRs that each member can link to their own weekly work.
- Using the GROW model, prepare and hold a coaching conversation that ends with agreed actions.
- Given a list of recurring tasks, assign delegation levels and set accountability check-ins.
- Using Kotter's 8-Step Model, draft a change plan for a process change in your area.
- From case clinic findings, build a 90-Day Team Performance Plan for your own team.

Course Content

Day 1: Diagnosing Team Performance Baselines

- Team Performance Baseline Using Output, Quality and Engagement Indicators
- Stakeholder Interviews to Map Expectations of the Team Lead Role
- Situational Leadership Model Applied to Individual Readiness Levels
- Strengths Profile of Your Current Team and Role Gaps
- Personal Development Baseline From 360-Degree Feedback Data

Day 2: Setting Direction and Priorities

- Translating Strategy Into Quarterly Team Objectives
- OKR Drafting for an Operations or Service Team
- Eisenhower Matrix for Weekly Priority Decisions
- Communicating Direction in Team Briefings
- Aligning Cross-Functional Dependencies With a RACI Chart

Day 3: Coaching for Results

- GROW Coaching Model in One-to-One Conversations
- Active Listening and Powerful Questions in Performance Discussions
- SBI Feedback Model for Recognition and Correction
- Coaching Plans for Underperforming Team Members
- Peer Coaching Triads on Real Workplace Situations

Day 4: Delegation and Accountability

- Delegation Levels Matched to Task Risk and Capability
- Accountability Agreements With Clear Outcomes and Check-Ins
- Tracking Delegated Work on a Visual Team Board
- Handling Missed Commitments Without Micromanaging
- Succession Thinking for Critical Tasks and Roles

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Day 5: Decisions and Problem Solving

- Decision Rights and Escalation Paths in a Team
- Root Cause Analysis With 5 Whys and Fishbone Diagrams
- Weighing Options With a Decision Matrix
- Group Decision Methods for Consensus and Consultation
- Reviewing Decisions Through After-Action Reviews

Day 6: Motivation, Conflict and Team Climate

- Motivation Drivers Using Self-Determination Theory
- Psychological Safety Practices in Team Meetings
- Thomas-Kilmann Conflict Modes in Workplace Disputes
- Mediating Disagreements Between Team Members
- Team Climate Pulse Survey Design and Follow-Up

Day 7: Leading Through Change

- Kotter's 8-Step Model Applied to a Process Change
- ADKAR Model for Individual Adoption
- Stakeholder Mapping and Resistance Planning
- Change Communication Plans for Shift and Office Teams
- Sustaining New Routines After Launch

Day 8: Case Clinic: Manufacturing and Healthcare

- Case Clinic: Productivity Drop on a Production Line
- Case Clinic: Staff Turnover in a Hospital Ward
- Applying Coaching and Delegation Tools to Case Findings
- Peer Review of Case Recommendations
- Lessons Log for Your Own Team Context

Day 9: Case Clinic: Services and Public Sector

- Case Clinic: Missed Service Targets in a Contact Center
- Case Clinic: Merging Two Public Sector Teams
- Applying Change and Conflict Tools to Case Findings
- Role Play of a Difficult Performance Conversation
- Draft Actions From Case Lessons for Your Team

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Day 10: Practice: Building Your Team Performance Plan

- Practice: Refining Your Team Objectives and OKRs From Earlier Days
- Practice: Final Coaching Conversation With Peer Observation
- Practice: Stress-Testing Your Delegation and Change Steps
- Presenting the Plan to a Peer Review Panel
- Completing Your 90-Day Team Performance Plan

Case Studies and Exercises

The following are suggested activities used during the course.

- Case study: A production line in manufacturing loses output after a shift change; you decide which coaching and delegation steps restore the rate.
- Case study: A hospital ward faces rising staff turnover; you produce a team climate action list.
- Exercise: A contact center misses service targets; you draft team OKRs and a weekly review routine.
- Exercise: Two public sector teams merge; you build a stakeholder map and a change communication plan.

What You Take Back

You return with the 90-Day Team Performance Plan, built and peer reviewed during the course. In your first month back you use it to agree objectives with your team, start regular coaching conversations and launch one improvement or change initiative with clear owners and review dates.

- Team performance baseline and target indicators
- Team OKRs and a weekly priority routine
- Coaching and delegation schedule for each team member
- Change plan with stakeholder map and communication steps

Quick Answers FAQ

What do I need to know before a leadership best practices for peak performance course?

You should already supervise people or a function and be familiar with your team's targets. No prior management qualification is needed; bring examples of current team challenges so you can use them during case clinics and practice sessions.

How does a 2-week leadership best practices course differ from a shorter one?

It covers the same core methods but adds four days of case clinics, repeated coaching practice and peer review. You apply each tool several times across sectors before completing your own plan, rather than meeting each tool only once.

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Which leadership best practices most improve team performance?

Clear objectives, regular coaching conversations and delegation with agreed check-ins have the strongest effect on daily results. Psychological safety and early handling of conflict keep the team stable, while structured change planning protects performance when processes or structures shift.

What do I take back from the leadership best practices for peak performance course?

You take back a completed 90-Day Team Performance Plan, containing your team baseline, OKRs, a coaching and delegation schedule and a change plan, ready to use with your team in the first week back.

For Your Manager

After the course, your team member will be able to set clear team objectives, coach individuals toward agreed results, delegate with accountability and plan change with less disruption. They return with a 90-Day Team Performance Plan for their own team, first used in the opening weeks back to agree objectives and start a regular coaching and review routine.