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COURSE BROCHURE

# Advanced Team Leadership and Emotional Intelligence Training Course

6 – 17 September 2027
New York

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Registered in the United Kingdom and Saudi Arabia

# Advanced Team Leadership and Emotional Intelligence Training Course

**Ref:** 411_14648 **Date:** 6 – 17 September 2027 **Location:** New York **Fees:** 14000 GBP

Advanced Team Leadership and Emotional Intelligence is a 2-week training course for team leaders and line managers, in which each participant produces a Team Climate Diagnosis and Leadership Action Plan for the group they lead. Restructuring, hybrid rosters and constant change mean that a team's mood, candour and cohesion now decide whether targets are met. Jupiter Prime Training delivers this course for leaders responsible for how their people feel and perform together.

## Why Team Leadership and Emotional Intelligence Matters Now

Three forces press on team leaders. Repeated restructuring and new systems unsettle routines, so anxiety and resistance spread through a group. Hybrid rosters split teams across locations, weakening the informal contact that once built cohesion. And employees increasingly stay or leave because of their immediate manager. Teams whose leaders build trust and candour raise problems early, recover from setbacks and keep good people; teams led without that attention hide mistakes, fragment into cliques and lose talent, whether on a hospital ward, a sales floor or an engineering site. The course draws on situational leadership, the team development stages of forming, storming, norming and performing, and research on psychological safety.

## Who Gains Most from Team Leadership and Emotional Intelligence

- Team leaders accountable for the morale and output of a direct group
- Line managers who hold one-to-ones, appraisals and corrective conversations
- Supervisors steering shift or site teams through new systems and restructuring
- Project leads holding cross-functional members together without line authority
- Deputy managers preparing to take over a larger unit

A department gains most when its line managers attend as a cohort and return with one climate survey, a common language for team dynamics and agreed norms for raising concerns.

## Team Leadership and Emotional Intelligence Capabilities

The outcomes shift attention from the leader's own reactions to the mood, candour and cohesion of the whole group.

- Assess team climate through pulse surveys, observation and listening sessions — the leader's own manager and HR partner
- Build trust and candour by modelling vulnerability and responding constructively to bad news — team members
- Apply situational leadership to match direction and support to each member's readiness — individual development decisions
- Design team norms and rituals that sustain psychological safety in hybrid settings — the whole team
- Communicate change in ways that acknowledge loss and channel resistance into contribution — affected staff and sponsors
- Specify a leadership action plan with measures of engagement, conflict and turnover — senior management

## Key Team Leadership and Emotional Intelligence Terms

- Psychological safety — a shared belief within a team that members can speak up, ask questions or admit mistakes without being punished or humiliated.
- Team climate — the prevailing mood, norms and quality of relationships that members experience day to day in a group.
- Situational leadership — adapting the balance of direction and support to the competence and commitment each team member shows for a task.
- Team development stages — forming, storming, norming and performing, the typical sequence a group passes through as it matures.
- Pulse survey — a short, frequent questionnaire that tracks team sentiment on a few items such as trust, workload and clarity.
- Emotional contagion — the spread of moods from one person, often the leader, to others in a group through tone, expression and behaviour.

## Team Leadership and Emotional Intelligence Day by Day

## Day 1: The Leader's Emotional Footprint on a Team

- Leader Mood and Emotional Contagion — Tone Set From the Top
- Engagement and Retention Drivers — Why People Stay or Leave
- Hybrid Team Dynamics — Cohesion Across Locations and Rosters
- Leadership Style Inventory — Directive, Coaching, Supporting and Delegating
- Team Climate Baseline — Pulse Survey and Observation Checklist

## Day 2: Building Trust Within the Team

- Trust Building Behaviours — Consistency, Fairness and Follow-Through
- Leader Vulnerability — Admitting Errors to Invite Candour
- Credibility Audit — Gaps Between Promises and Actions
- Fair Process Principles — Engagement, Explanation and Clear Expectations
- Repairing Broken Team Trust — Acknowledgement and Visible Change

## Day 3: Psychological Safety and Candour

- Psychological Safety Indicators — Silence, Blame and Risk Aversion
- Speaking-Up Norms — Inviting Dissent and Challenge
- Responding to Bad News — Appreciation Before Analysis
- Learning From Failure — Blameless Post-Incident Reviews
- Inclusive Meeting Practices — Turn-Taking and Quiet Voices

## Day 4: Motivating Different People

- Individual Motivation Profiles — Recognition, Growth and Autonomy
- Situational Leadership Readiness Levels — Matching Support to Competence
- Recognition Practices — Specific, Timely and Fair Praise
- Stretch Assignments — Development Through Challenging Work
- Disengagement Signals — Early Conversations Before Withdrawal

## Day 5: Team Development and Cohesion

- Forming, Storming, Norming and Performing — Diagnosing Team Stage
- Team Charter — Purpose, Roles and Working Agreements
- Role Clarity Mapping — Overlaps, Gaps and Hand-Offs
- Team Rituals — Check-Ins, Retrospectives and Celebrations
- Subgroups and Cliques — Rebuilding Whole-Team Identity

## Day 6: Leading Through Team Conflict

- Sources of Team Conflict — Task, Relationship and Process
- Early Intervention — Spotting Tension Before Escalation
- Facilitated Team Dialogue — Ground Rules and Structured Turns
- Mediation Between Team Members — Neutral Role of the Leader
- Productive Debate — Separating Ideas From Personalities

## Day 7: Leading Emotions Through Change

- Change Curve Reactions — Shock, Resistance, Exploration and Commitment
- Loss and Uncertainty — Naming What Is Ending
- Change Conversations — Explaining the Why and the What
- Resistance as Information — Converting Objections Into Input
- Change Champions — Peer Influence Within the Team

## Day 8: Coaching and Developmental Conversations

- One-to-One Structure — Wellbeing, Priorities and Growth
- Coaching Questions — Open, Reflective and Forward-Looking
- Corrective Conversations — Performance Gaps With Respect
- Appraisal Discussions — Balancing Evidence and Encouragement
- Career Conversations — Aspirations and Development Paths

## Day 9: Team Wellbeing and Sustainable Performance

- Workload and Pressure Indicators — Overtime, Errors and Sick Leave
- Team Stress Signals — Irritability, Withdrawal and Conflict Spikes
- Sustainable Pace Agreements — Peaks, Recovery and Fair Rotas
- Signposting to Support — Employee Assistance and HR Partners
- Leader Resilience — Protecting Personal Capacity to Lead

## Day 10: Practising the Team Climate Diagnosis and Leadership Action Plan

- Climate Data Interpretation — Applying Pulse Survey Results
- Trust and Safety Scenarios — Applying Candour and Fair Process
- Conflict Facilitation Rehearsal — Applying Team Dialogue Methods
- Change Briefing Simulation — Applying Change Curve Insights
- Team Climate Diagnosis and Leadership Action Plan — Final Version With Engagement Measures

## Applying Team Leadership and Emotional Intelligence After the Course

- Run a short pulse survey and a listening session with the team, then share the results openly and agree two norms to strengthen psychological safety
- Hold structured one-to-ones with every team member using situational leadership to set the right mix of direction and support for each person

## Team Leadership and Emotional Intelligence Questions FAQ

### What is team leadership and emotional intelligence and why does it matter now?

It is the use of emotional awareness and skill to build trust, motivation and candour across a team. It matters now because restructuring, hybrid working and constant change make team mood and cohesion decisive for performance and retention.

### Which roles gain most from team leadership and emotional intelligence?

Team leaders and line managers responsible for a direct group gain most, along with supervisors steering teams through change. Project leads and deputy managers preparing for larger teams also benefit.

### How does a team leadership and emotional intelligence course differ from a personal emotional intelligence course?

A personal course focuses on an individual's own emotions and relationships. This course concentrates on the group, covering team climate, psychological safety, team conflict, motivation and leading emotions through change.

## What do you bring back from a team leadership and emotional intelligence course?

You bring back a diagnosis of your team's current climate, agreed team norms, conversation structures for coaching and conflict, and an action plan with measures of engagement and turnover.

## Team Leadership and Emotional Intelligence: The Way Forward

The Team Climate Diagnosis and Leadership Action Plan first informs which two or three climate issues the leader tackles with the team in the next quarter. The leader, their own manager and the HR partner use it to track progress and support. After the next pulse survey, the diagnosis is worth revisiting, since changes in candour and engagement scores show whether new norms have taken hold.