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COURSE BROCHURE

High Performance People Skills Training Course for Team Leaders

8 – 12 March 2027
Madrid

High Performance People Skills Training Course for Team Leaders

Ref: 1338_50131 **Date:** 8 – 12 March 2027 **Location:** Madrid **Fees:** 5600 GBP

High Performance People Skills is a 1-week training course for team leaders and professionals whose results depend on colleagues they do not fully control, and it ends with a personal Interpersonal Performance Playbook. As work spreads across functions, shifts and screens, the quality of everyday conversations now decides how fast teams solve problems and how long good people stay. Jupiter Prime Training runs this course on high performance people skills for team leaders.

Why High Performance People Skills Matter Now

Three groups are raising the bar for interpersonal skill at team level. Younger professionals expect frequent, specific feedback rather than an annual verdict. Cross-functional colleagues expect leaders to persuade rather than instruct, because few outcomes sit inside one reporting line. Clients notice when internal friction slows a response. Teams with high trust raise concerns early, share workload and recover quickly from mistakes; teams with low trust hide problems and lose capable members. The course draws on behavioural style models, the Situation-Behaviour-Impact SBI feedback model, trust-equation thinking and principles of psychological safety described in organisational research.

Who Gains Most from High Performance People Skills

- Leaders of small operational teams who set daily priorities and handle friction between members
- Project coordinators who rely on specialists from other departments to meet milestones
- Senior specialists who guide junior colleagues and review their output
- Service supervisors who balance customer demands with staff morale on busy shifts
- Professionals recently promoted from peer to lead within the same group

A department with several newly appointed leads gains most when they attend together and agree one shared approach to feedback and recognition.

High Performance People Skills Capabilities

Participants rehearse the exact conversations that raise or drain a colleague's effort, then turn them into repeatable habits.

- Assess one's own behavioural style and its effect on different colleagues — choosing how to adapt approach
- Build trust through credibility, reliability and openness behaviours — new team members and peers
- Communicate feedback using the SBI model in under five minutes — performance and development decisions
- Apply influencing styles matched to the listener's priorities — cross-functional requests and approvals
- Address difficult or disruptive behaviour with a structured escalation path — team stability and fairness
- Design recognition routines that reinforce the behaviours a team needs — engagement and retention

Key High Performance People Skills Terms

- Behavioural Style — a person's preferred pattern of pace, directness and focus on tasks or people when communicating at work.
- Trust Equation — a way of describing trust as credibility, reliability and intimacy weighed against perceived self-orientation.
- SBI Feedback — a feedback method that names the Situation, the observed Behaviour and its Impact without judging intent.
- Psychological Safety — a shared belief that team members can speak up, ask questions or admit mistakes without being punished.
- Influencing Style — the approach used to win agreement, such as reasoning, inspiring, bargaining or building alliances.
- Recognition Routine — a regular, specific way of acknowledging contributions that links praise to the behaviour being encouraged.

High Performance People Skills Day by Day

Day 1: Interpersonal Performance in Modern Teams

- Interpersonal Drivers of Team Output — Where Conversations Raise or Drain Effort
- Behavioural Style Self-Assessment — Recognising Personal Defaults Under Pressure
- Reading Colleagues' Styles From Cues — Adapting Pace and Directness
- Hybrid and Shift-Based Communication Patterns — Choosing Channel and Timing
- Team Interaction Audit — Spotting Friction Points in Daily Routines

Day 2: Building Trust and Psychological Safety

- Trust Equation Diagnostic — Identifying Which Trust Element Is Weakest
- Credibility and Reliability Behaviours — Keeping Commitments Visible to Colleagues
- Psychological Safety Signals — Encouraging Questions and Early Warnings
- Repairing a Damaged Working Relationship — Apology and Reset Conversations
- Peer-to-Lead Transition Conversations — Redefining Boundaries With Former Peers

Day 3: Feedback and Influence

- SBI Feedback Model Practice — Specific Praise and Corrective Messages
- Feedforward and Development Questions — Shifting Focus to Next Actions
- Receiving Feedback Without Defensiveness — Modelling Openness for the Team
- Influencing Styles Inventory — Matching Approach to Stakeholder Priorities
- Request Framing for Cross-Functional Support — Winning Time and Resources

Day 4: Difficult Behaviour and Recognition

- Difficult Behaviour Typology — Separating Skill, Will and Situation Causes
- Structured Escalation Path — Deciding When to Coach, Warn or Refer
- Conflict Mediation Between Team Members — Restoring Joint Working Agreements
- Recognition Routine Design — Linking Praise to Desired Behaviours
- Case Studies From Hospitality and Engineering Services — Comparing Team Responses

Day 5: Practising the Interpersonal Performance Playbook

- Style-Adapted Briefing Rehearsal — Applying Day One Style Insights
- Trust Repair Role Play — Applying Day Two Reset Conversations
- Feedback and Influence Simulation — Applying Day Three Methods Together
- Peer Coaching Triads With Observer Notes — Refining Delivery
- Completing the Interpersonal Performance Playbook — Habits, Scripts and Review Points

Applying High Performance People Skills After the Course

- Hold one SBI feedback conversation each week with a different team member and log the response.
- Run the trust equation diagnostic with one strained working relationship and agree a reset conversation.

High Performance People Skills Questions FAQ

What are high performance people skills and why do they matter now?

High performance people skills are the interpersonal behaviours that raise colleagues' effort and cooperation. They matter now because work crosses functions and channels, so trust, feedback and influence decide how fast teams deliver.

Which roles gain most from high performance people skills training?

Team leaders, project coordinators, senior specialists and service supervisors gain most. Anyone recently promoted from peer to lead will find the trust and feedback methods immediately useful.

How do high performance people skills differ from general communication skills training?

They focus on the conversations that change a colleague's behaviour and output, not on presentation or writing. You practise trust repair, feedback, influence and handling difficult behaviour within a team you lead or depend on.

What do you bring back from high performance people skills training?

You bring back a personal playbook of habits and conversation scripts. It covers your behavioural style, feedback routines, influencing approaches and a recognition routine ready to use with your team.

High Performance People Skills: The Way Forward

The Interpersonal Performance Playbook records the habits, scripts and review points each participant commits to. Its first use is deciding which relationship or team routine needs attention first. Team leaders apply it in one-to-ones, briefings and cross-functional requests. After a month of use, revisit the style assessment and ask colleagues which changes they have noticed.