

5-Day Leadership Training Curriculum

Theme: Communicating and Working Effectively with Internal and External Teams

Day 1 – Foundations of Leadership and Team Dynamics

Learning Objectives:

- Understand leadership principles and the role of a team leader/supervisor.
- Recognize the dynamics of internal and external collaboration.
- Develop self-awareness and emotional intelligence in leadership.

Key Topics:

- Defining effective leadership in technical and team environments.
- Leadership styles and identifying your own leadership profile.
- Understanding team roles, strengths, and interdependencies.
- Building trust and credibility with diverse teams.
- Emotional intelligence and empathy in communication.

Activities:

- Self-assessment: Leadership Style & Emotional Intelligence.
 - Group discussion: “What makes a good leader in a lab environment?”
 - Activity: Team-building simulation – identifying strengths and blind spots.
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Day 2 – Effective Communication Skills for Leaders

Learning Objectives:

- Strengthen communication skills for internal coordination and external interactions.
- Improve clarity, tone, and persuasion in verbal and written communication.
- Handle difficult conversations and resolve misunderstandings constructively.

Key Topics:

- Elements of effective communication: clarity, tone, intent, and feedback.
- Adapting communication style for internal vs. external stakeholders.
- Active listening and questioning techniques.
- Communicating complex or technical information clearly.
- Handling conflict, miscommunication, and feedback conversations.

Activities:

- Role-play: Giving and receiving feedback.
 - Case study: Managing communication between lab and client teams.
 - Paired exercise: Translating technical updates into business-friendly language.
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Day 3 – Collaboration and Working Across Teams

Learning Objectives:

- Foster cooperation between departments, vendors, and partners.
- Learn techniques for influencing without authority.
- Build accountability and ownership within cross-functional projects.

Key Topics:

- Internal collaboration: Aligning goals across departments.
- External collaboration: Managing client and vendor relationships.
- Stakeholder mapping and communication planning.
- Building trust and mutual respect across different teams.
- Collaboration tools and methods for hybrid or distributed teams.

Activities:

- Workshop: Stakeholder mapping and influence strategy.
 - Team challenge: Collaborative problem-solving activity.
 - Reflection: Barriers to collaboration in your workplace – and how to overcome them.
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Day 4 – Conflict Resolution and Relationship Management

Learning Objectives:

- Identify and address sources of conflict proactively.
- Strengthen negotiation and mediation skills.
- Maintain positive relationships under pressure or disagreement.

Key Topics:

- Understanding the root causes of workplace conflict.
- Conflict management styles and situational approaches.
- Techniques for difficult conversations with colleagues or clients.
- Balancing assertiveness with diplomacy.
- Maintaining long-term professional relationships.

Activities:

- Simulation: Mediating a conflict between internal and external teams.
 - Role-play: Turning conflict into collaboration.
 - Personal reflection: Handling conflict situations in your current role.
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Day 5 – Strategic Leadership and Action Planning**Learning Objectives:**

- Translate leadership and communication learnings into daily practice.
- Create a personal and team action plan for effective collaboration.
- Strengthen problem-solving and decision-making under uncertainty.

Key Topics:

- Leading through influence and vision.
- Decision-making and problem-solving frameworks for team leaders.
- Accountability and ownership in team leadership.
- Developing a culture of open communication and continuous improvement.
- Crafting an actionable roadmap for better internal and external collaboration.

Activities:

- Group exercise: Solving a real-world team coordination challenge.
- Individual task: Drafting a personal leadership development plan.
- Team presentation: Action plan for improving internal and external teamwork.