

# Introduction to Leadership and Team Management

Introduction to Leadership and Team Management  
Key concepts, skills, and practical tools for effective leadership and high-performing teams.

## 1. What Is Leadership?

| Aspect                    | Description                                                                                                                                             |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Definition                | The ability to influence, motivate, and enable individuals or groups to achieve common goals.                                                           |
| Core Purpose              | Align people with a vision, create an environment for growth, and deliver results.                                                                      |
| Leadership vs. Management | <i>Leadership</i> focuses on vision, change, and people; <i>Management</i> emphasizes planning, processes, and execution. Effective leaders blend both. |

### 1.1 Leadership Styles (quick reference)

| Style                    | When It Works Best           | Key Behaviors                                                  |
|--------------------------|------------------------------|----------------------------------------------------------------|
| Transformational         | Rapid change, innovation     | Inspire, challenge the status quo, develop followers           |
| Transactional            | Routine tasks, clear targets | Set clear expectations, reward performance, monitor compliance |
| Servant                  | Collaborative cultures       | Prioritize team needs, empower, listen actively                |
| Democratic/Participative | Complex problem-solving      | Seek input, build consensus, share decision-making             |
| Autocratic               | Crisis or urgent decisions   | Take decisive action, give clear direction, limit debate       |

## 2. Foundations of Team Management

### 2.1 Building the Right Team

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1. **Define Roles & Responsibilities** – Use a RACI matrix (Responsible, Accountable, Consulted, Informed).
2. **Select Skills & Diversity** – Blend technical expertise with complementary soft skills; encourage diverse perspectives.
3. **Establish Clear Goals** – Apply SMART criteria (Specific, Measurable, Achievable, Relevant, Time-bound).

## 2.2 Stages of Team Development (Tuckman)

| Stage                 | Characteristics           | Leader's Focus                          |
|-----------------------|---------------------------|-----------------------------------------|
| Forming               | Polite, uncertain         | Set purpose, clarify expectations       |
| Storming              | Conflict, competing ideas | Mediate, reinforce norms                |
| Norming               | Cohesion, shared norms    | Strengthen collaboration, delegate      |
| Performing            | High productivity         | Coach, remove obstacles                 |
| Adjourning (optional) | Disbanding or transition  | Celebrate achievements, capture lessons |

## 2.3 Communication Essentials

- **Regular Cadence:** Daily stand-ups, weekly check-ins, monthly retrospectives.
- **Channels:** Face-to-face/ video, instant messaging, project boards (e.g., Trello, Jira).
- **Feedback Loop:** Use the “SBI” model – Situation, Behavior, Impact – for constructive feedback.

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## 3. Core Leadership Competencies

| Competency                  | What It Looks Like                                                   | Development Tips                                      |
|-----------------------------|----------------------------------------------------------------------|-------------------------------------------------------|
| Visionary Thinking          | Articulates a compelling future; links daily work to larger purpose. | Practice storytelling; review industry trends weekly. |
| Emotional Intelligence (EQ) | Recognizes own & others' emotions; manages reactions.                | Keep an emotion journal; seek 360° feedback.          |
| Decision-Making             | Balances data, intuition, and stakeholder input; owns outcomes.      | Use decision matrices; practice “pre-mortems”.        |

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| Competency                        | What It Looks Like                                                  | Development Tips                                                              |
|-----------------------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <b>Coaching &amp; Development</b> | Provides growth opportunities; tailors support to individual needs. | conduct quarterly development plans; learn a coaching framework (e.g., GROW). |
| <b>Conflict Resolution</b>        | Addresses issues early; facilitates win-win solutions.              | Role-play scenarios; study active listening techniques.                       |
| <b>Strategic Planning</b>         |                                                                     |                                                                               |