



Crystal Lean Solutions

Training
Academy

Situational Leadership



Situational Leadership

DURATION:	1 Day
ACCREDITATION:	Crystal Lean Solutions
COURSE CODE:	1082

AIM:

The aim of the Situational Leadership programme is to provide you with the skills to adapt your leadership style to the needs of your team and the situation, enabling you to lead more effectively and develop high-performing individuals.

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Understand the principles of Situational Leadership.
- ✿ Recognise the four leadership styles and when to use them.
- ✿ Assess the development level of team members.
- ✿ Adapt leadership behaviours to support performance and growth.
- ✿ Recognise your own personality traits and impact on a situation.
- ✿ Adapting your style to get the most out of situational leadership.
- ✿ Improve team motivation, engagement, and accountability.

THIS PROGRAMME IS FOR:

The Situational Leadership programme is suitable for anyone in a leadership role who wants to adapt their style to maximise team performance, including but not limited to:

- ✿ Team Leaders and Supervisors
- ✿ Managers at all levels
- ✿ Project and Programme Leaders
- ✿ HR and Learning & Development Professionals
- ✿ Technical Experts with people leadership responsibilities

PROGRAMME CONTENT:

1. Introduction to Leadership

- * The purpose and role of leaders within the organisation.
- * Understanding “Why We Exist as Leaders.”
- * Leadership as a driver of culture, engagement, and performance.
- * The difference between managing and leading.

2. Leadership and Employee Engagement

- * What employee engagement really means and why it matters.
- * Exploring Gallup’s definition of engagement and its impact on results.
- * The link between engagement, productivity, profitability, and absenteeism.
- * Understanding motivation through **Maslow’s Hierarchy of Needs**.
- * Practical examples of meeting employee needs on site or within teams.

3. Situational Leadership Framework

- * Overview of the **Hersey & Blanchard Situational Leadership Model**.
- * The concept of adapting leadership style based on the situation.
- * Assessing team member **competence** and **confidence**.
- * Introduction to the **four leadership styles**:
 - o **Directing** – High direction, low support.
 - o **Coaching** – High direction, high support.
 - o **Supporting** – Low direction, high support.
 - o **Delegating** – Low direction, low support.
- * Understanding the four development levels (D1–D4).
- * Matching leadership style to the development level of each team member.

4. Applying Situational Leadership

- * Recognising where your team members are in their development journey.
- * How to move individuals from dependence to independence.
- * Adapting leadership behaviour for confidence and competence.
- * Case studies and practical examples from real workplace situations.
- * Identifying personal default leadership styles and areas for flexibility.
- * Group activity: Applying the model to leadership scenarios.

5. Communication and Personality Insights

- * Understanding how personality influences communication and leadership.
- * Introduction to **Insights Discovery** and the four colour energies:
 - o **Fiery Red** – Direct, fast-paced, results-driven.
 - o **Sunshine Yellow** – Energetic, social, enthusiastic.
 - o **Earth Green** – Supportive, empathetic, loyal.
 - o **Cool Blue** – Analytical, precise, detail-focused.
- * How to communicate effectively with each colour energy.
- * Recognising your own preferences and adapting to others.
- * Introduction to Myer’s Briggs and integrating into Insights.
- * Activity: Exploring how each personality type reacts to leadership styles.

6. Integrating Personality with Situational Leadership

- * Linking personality insights to leadership effectiveness.
- * Understanding how different types respond to direction and support.
- * Balancing task focus and relationship focus as a leader.
- * Strategies for managing diverse personalities within teams.

7. Action Planning and Application

- * Reflecting on personal learning and insights from the day.
- * Creating an individual action plan for applying Situational Leadership.
- * Setting goals for developing flexibility and self-awareness.
- * Commitment to continued practice and leadership growth.

ASSESSMENT:	None
GRADING:	Not Applicable
PROGRAMME DELIVERY:	Classroom
TOTAL DURATION OF THE PROGRAMME INCLUDES:	1 Day
CERTIFICATION CRITERIA:	Completion of all training days on programme
CERTIFICATION BODY:	Crystal Lean Solutions
RECOGNITION OF PRIOR LEARNING (RPL):	N/A
PRE-REQUISITE:	None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- * Leading with Emotional Intelligence
- * Leader Standard Work
- * Human Error Problem Solving
- * Negotiation Skills
- * Communication Skills
- * Teamwork & Conflict Management
- * Decision Making
- * Commercial Acumen