

THE LEADERSHIP EDGE

# The Most Important Training You Can Provide For **NEW LEADERS**

*by Jared Oates*





# The Leadership Edge

The most important training you can provide  
for new leaders

Equip Your Leaders with the Skills They Need to Build  
High-Performing Teams

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## INTRODUCTION

## Why Leadership Training Matters More Than Ever

A great individual contributor doesn't always make a great leader. Yet, in most organizations, high performers are promoted into leadership with little or no training. The result? Teams that struggle with unclear goals, lack of accountability, poor communication, and unresolved conflict—not because the leader isn't capable, but because no one ever showed them how to lead.

### That's where you come in.

The most successful organizations take a proactive approach to leadership development. They equip their new leaders with proven frameworks, hands-on guidance, and the skills to foster high-performing teams.

In this guide, we'll explore the four most critical leadership skills your training should cover. Mastering these skills will reduce turnover, increase team engagement, and drive real results.

### Let's dive in.



CHAPTER 1

# Setting Measurable Goals That Drive Result

## Why This Matters

A team without clear goals is like a ship without a rudder—constantly in motion, but rarely headed in the right direction. New leaders often struggle to set clear priorities, leading to confusion, wasted effort, and missed targets.

## What New Leaders Need to Learn

### Set Goals Collaboratively

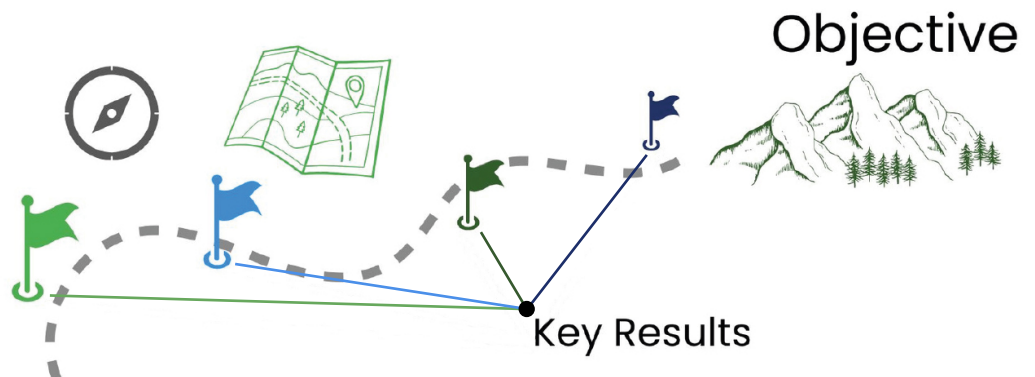
Involve the team in setting goals to increase buy-in and clarity.

### Make Goals Measurable and Transparent




Everyone should know what success looks like and how it's measured. Everyone should know exactly what everyone else is working on and how it contributes to shared outcomes.

### Clarify Priorities

Equip leaders to navigate tradeoffs confidently



## Practical Exercise: The Goal Clarity Checklist

-  Does every team member understand the team's top goals?
-  Can they articulate how their work contributes to those goals?
-  Do they know how success will be measured?

If the answer isn't a confident "yes" across the board, goals need more clarity.

### Notes

## CHAPTER 2

# Creating a Culture of Accountability

## Why This Matters

Accountability isn't about punishment—it's about ownership.

Teams without accountability drift into missed deadlines, excuses, and frustration.

Strong teams take ownership of their results.

## What New Leaders Need to Learn

### How to Set Clear Expectations

Unclear expectations are the number one cause of underperformance.

### How to Address Poor Performance Constructively

Leaders should provide coaching, not just correction.

### How to Make Accountability a Team Norm

It's not just about managers holding employees accountable—it's about teams holding each other accountable.



### Unhealthy

- Unclear Expectations
- Manager's Goals
- Punishment and Shame-Driven
- Micromanagement

### Healthy



- Clear Expectations
- Shared Goals
- Growth Mindset
- Self Management



## Quick Tip: The “No Surprises” Rule

### The best teams operate under this rule:

No one should ever be surprised by feedback about their performance.

-  Leaders provide ongoing, candid feedback—not just during annual reviews.
-  Team members own their results and address issues early.



## CHAPTER 3

## Building a Speak-Up Culture

### Why This Matters

Silence is dangerous in an organization. When employees don't feel safe speaking up, problems remain hidden until they explode into crises.

### What New Leaders Need to Learn

#### How to Encourage Honest Feedback

Leaders shouldn't wait for problems to surface, they should ask for input proactively.

#### How to Make It Safe to Speak Up

Teams need to see that raising concerns won't lead to retaliation.




#### How to Close the Feedback Loop

When employees share ideas or concerns, leaders must acknowledge and act on them.



## Practical Exercise: The Speak-Up Culture Test

### Ask your team:

-  Do you feel comfortable bringing me concerns?
-  Do you believe I will take action on the feedback you give?
-  Have you ever stayed silent about a problem because you felt it wasn't safe to raise?

If answers to the last question are “yes,” it's time to rebuild trust.

### Notes

## CHAPTER 4

# Guiding Effective Conversations & Resolving Conflict

## Why This Matters

New leaders often avoid conflict or mishandle it, leading to resentment, misalignment, and disengagement. The best leaders don't just manage conflict—they use it to strengthen the team.

## What New Leaders Need to Learn

### The Difference Between Healthy & Unhealthy Conflict

Healthy conflict isn't about who's right, it's about what's right.

### How to Create Psychological Safety

Teams shouldn't attack people, they should debate ideas.






### How to Navigate Difficult Conversations

The right approach turns conflict into collaboration.



## Quick Tip: Talking and Active Listening

To work effectively with parties in conflict, use the following best practices.

-  Let people talk without interruption.
-  Use open body language including eye contact, facing the speaker, and relaxed shoulders.
-  Avoid crossed arms or legs and scowling facial expressions.
-  Summarize by rephrasing and repeating.
-  Ask clarifying questions.



## FINAL THOUGHTS

## Equipping Leaders for Long-Term Success

Training new leaders isn't an event—it's a process.

Organizations that invest in ongoing leadership development see higher employee engagement, stronger retention, and better performance.

Want to see how structured leadership training transforms teams?

Visit the Leadership Progress Cycle website:

