

LEADERSHIP FOUNDATION

MODULE 2

Building & Leading High-Performing Teams

A spa is only as good as the team that delivers it.

MODULE OVERVIEW

What You'll Learn

Lesson 1

Team Dynamics & Culture

Lesson 2

Communication That Drives Performance

Team Dynamics & Culture

- The five hallmarks of a high-performing spa team
- Trust, psychological safety, and why they matter more than talent
- Creating a team culture that self-corrects and self-motivates
- From managing individuals to leading a collective

LESSON 2

Communication That Drives Performance

- Daily briefings that energise rather than bore
- One-to-one conversations that build trust and accountability
- Giving feedback that people act on (not just hear)
- The skill of difficult conversations: scripts, timing, framing

KEY CONCEPT



A great team doesn't happen by accident. It's designed, developed, and deliberately nurtured every single day.

PRACTICAL EXERCISE

Apply What You've Learned

Design a team communication calendar (daily briefings, weekly check-ins, monthly one-to-ones). Write three feedback scripts using the SBI model (Situation, Behaviour, Impact).

LEARNING OUTCOMES

By completing this module, you will be able to:

- 1 Design and implement a team communication rhythm
- 2 Apply the SBI feedback model in real scenarios
- 3 Build a culture of psychological safety and accountability
- 4 Conduct effective one-to-one development conversations

Required Submissions

Team Communication Calendar

Fully mapped rhythm with templates for each touchpoint.

Feedback Scripts

Three SBI feedback scripts covering positive, developmental, and corrective scenarios.

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Module 2 Complete

Next: Module 3