

TEAM LEADER TOOLKIT

Course Code: TEAMLEAD | Duration: 2 days



COURSE AIMS:

Being the link between management and the workforce can sometimes result in team leaders being pulled in different directions. This can be particularly tough if you are making the transition from team member to team leader. You are no longer on equal terms with your peers. Now you have to earn their respect, show authority and lead them, often having to make unpopular decisions.

COURSE PRE-REQUISITES:

This programme is for you if you are a newly appointed team leader who wants to overcome the challenges and complexities of your role by identifying the possibilities and potential.

COURSE OBJECTIVES:

On completion of this course delegates will be able to:

- Understand the roles played in teams
- Handle delicate situations assertively
- Set SMART goals
- Understand leadership styles and learn when it is appropriate to use them
- Use influence to succeed
- Understand what motivates people
- Mentor new personnel and provide constructive feedback

COURSE CONTENT:

Introduction and Objectives

Team Roles

- What are they?
- Harnessing different types to create strong teams

Assertiveness

- Knowing the difference between assertiveness, aggressiveness and submissiveness
- Conducting meetings assertively
- Handling aggressive behaviour

Situational Leadership

- Understand those factors which determine the most effective leadership style: whether to

How to Influence

- Building rapport
- Making your point
- Identifying your influencing style: Negotiation, vision, logic, people orientation and association

Setting Goals

- Agreeing goals which are specific, measurable, achievable and time bounded
- Giving Feedback - The importance of having a structure for giving feedback: gathering data, formulating as initial assessment, exploring the reasons, agreeing an improvement plan

Mentoring

- The importance of new personnel reaching maximum performance as early as possible

direct and tell, sell and coach, consult and facilitate or delegate and empower

Action Planning

Review of Programme

Motivation

- Hertzberg, McLelland and Maslow
- What are the factors affecting motivation?
- What motivates us as individuals?
- What is our individual motivational style?

For more information
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