

INTRODUCTION TO TEAM LEADERSHIP

2-day Course

OVERALL AIM:

To develop, hone and improve leadership skills in order to enhance effectiveness within the organisation and handle the everyday issues and challenges more professionally. This is a practical, interactive, 'hands-on' course (with some fun thrown in!).

WHO SHOULD PARTICIPATE:

This course is aimed at new Team Leaders/Supervisors and those who have had no formal training in leadership skills. Many managers have also greatly benefited from this course since professional management skills are relevant to all levels of the organisation. The course is also useful for those wishing to update/refresh their skills.

WORKSHOP CONTENT:

DAY 1 – Leadership

- Team leader in the context of the organisation
- Responsibilities of the team leader
- Personal traits and skills of effective leaders
- 4 vital elements for every team leader:
 - setting objectives; MBWA; praising; reprimanding
- Different leadership styles
- Giving feedback to team members (inc practice session)

DAY 1 – Motivation

- Motivators and de-motivators at work
- Avoiding de-motivating
- Maintaining motivation in a repetitive work situation
- Motivating a demotivated member of our team

DAY 2 – Communication

- Definition of Communication, 2-way cycle of Communication
- The 3 skills of good communicators
- Chinese whispers exercise
- Obstacles to good communication in the workplace and overcoming them
- Body language, tone, words and the importance of each
- Active listening and listening tests

DAY 2 – Team Building

- Stages in team development
- Types of teams: working, improvement, problem-solving, steering
- Optimum team numbers/minimum/maximum
- Differences between effective/ineffective teams
- Decision making: delegates will participate in a consensus reaching exercise