

## Supervision & Team Leading

2 day Course

### 'First Steps to Successful Management'

**Business Scenario** Interpreting the decisions of management and encouraging a positive team response is a huge challenge for a supervisor or team leader. To be successful you require strong planning and organising skills, matched with excellent people management skills and a deep understanding of the role delegation plays in staff development.

**Who will Benefit?** Supervisors, section leaders and those seeking to lead a team and be accountable for the achievements of others.

**Course Objectives** By the end of this course you will be better able to:

- Develop the key skills of an effective team leader
- Lead by example
- Understand how to build & maintain high performing teams
- Know when, why and how to delegate for improved skills and team working
- Handle performance issues productively
- Manage performance for best results

#### Course Content

Introduction to core skills and key responsibilities:

- The role of the team leader & the key qualities for success
- Drawing out the key differences between the leader and the manager
- Understand how to adapt your leadership style for different situations

Establishing direction and planning

- Setting SMART objectives
- Identifying required standards of performance
- The importance of planning in increasing effectiveness
- Decision making styles

Team development

- Recognising what makes a good team
- Know the key stages of team development

- Understand strategies to build effective teams
- Building and maintain trust within teams

Delegation and motivation:

- Know how to delegate effectively
- The process of delegation and its benefits
- Overcome the barriers to effective delegation
- Understand and applying techniques to motivate the team
- Know the factors that motivate the work team to perform

Managing Performance:

- Understanding Performance Management
- Communicating performance expectations
- Using feedback to improve personal and workplace performance
- The AID & 4 I models to structure feedback
- Coaching techniques
- Deal with difficult situations with increased confidence
- Problem solving techniques

**Course Features** Throughout this course there are a number of practical exercises to help apply the theory to real life situations. Theories and principles are explored using exercises and questionnaires.