Fast Track to Successful People Management and Team Leadership (3) days

Overview

This rapid development course ensures that delegates are fully equipped with the essential management and leadership skills and confidence to achieve success. Delegates will learn how to plan and set goals, manage and motivate for improved performance, anticipate problems and provide clear leadership. Exercises and case studies are used throughout this course.

Who Should Attend?

Team leaders, supervisors and managers new to the role, or with experience but no previous training. This course is a combination of ""People Management Skills for New Supervisors & Team Leaders"", and ""Team Management & Leadership Skills for Supervisors & Team Leaders"".

Outcomes

By the end of this course you will be able to:

- Understand your role as both a manager and a leader.
- Establish clear objectives and standards of performance for your team.
- Motivate, manage and lead your team to meet objectives and deliver results.
- Plan and prioritise your workload using effective delegation, goal planning and key skills for managing information.
- Deal effectively with difficult behaviour by providing constructive feedback.
- Use your communication skills with more impact to manage better meetings and to influence and persuade your team.

Content

Understanding Your Role

- What is required of you? Role and responsibilities
- The role and characteristics of successful leaders
- Meeting the demands of your manager and team
- Understanding the nature of change
- A model for implementing change

Successful Interpersonal Communication

- Overcoming the barriers to effective communication
- Building relationships through positive communication
- Communicating more assertively in meetings
- Influencing and persuading colleagues

Personal Effectiveness, Time Management and Delegation

- Identifying key result areas
- Dealing with information overload
- Setting personal and team objectives
- The process of delegation and its benefits
- A model for effective delegation
- Identifying and overcoming the barriers to effective delegation

Team Building, People Management and Motivation

- Distinguishing team roles and responsibilities
- Creating the ability to recognise and manage the different roles
- Maximising and maintaining input and motivation - building the desire for results
- Theories of motivation
- Practical ideas on how to motivate your team

Enhancing Team Performance through Coaching and Development

- Identifying the team''s coaching and training needs
- Coaching skills for managers
- Providing recognition and feedback
- Responding to poor performers

Problem Solving and Dealing With Conflict

- A six step technique for problem solving and decision making
- Dealing with difficult people and situations - working towards positive conclusions
- Handling conflict within the team and promoting cooperative behaviour
- Recognising and adapting your preferred style for resolving conflict

Your Future Development

- Developing a personal action plan