

Leading the Team—Two day Workshop

This two day workshop is designed as an introduction or a refresher on the people management aspect of team leadership. Delegates will explore styles of leadership, roles and responsibilities of a Team Leader, and tools and techniques to manage people effectively in the workplace.

The workshop is highly interactive allowing delegates to share and generate ideas on real issues and implement learning in the workplace.

Delegates attend two consecutive days then implement action plans in the workplace, or attend day one, implement action plans and return to day 2 a short period later.

CONTENT

The role of a Team Leader

- What is my role and responsibilities?
- Personal Skills Audit
- Action Centred Leadership – my leadership style
- Setting SMART objectives
- Planning and Prioritisation

Communicating with Others

- The communication cycle
- How effective am I?
- Getting your message across
- Body Language, tone and content

Understanding Individual Differences

- Personal communication styles
- Communicating messages Assertively

Managing Performance

- Delivering effective Feedback
- One to one communication to manage performance Issues

Action Plan

- What am I going to do as a result of this workshop?

