Mastering People Management & Team Leadership

Course Description

The move to team leader or line manager is a significant change for a supervisor or technical specialist. Balancing wider organisational and customer demands with the needs of the team calls for a wide range of skills, and the ability and confidence to know when to stand back from operational pressures and understand the bigger picture. Highlights include:

- Learning to stand back from everyday pressures
- Managing your time
- Influencing techniques
- Delegation and its power
- Team development
- Motivational skills

OBJECTIVES

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

- Understanding your role as manager and leader
- Establishing clear objectives and standards of performance for your team
- Managing your workload using effective prioritisation and delegation techniques
- Maximising your influencing skills
- Building an effective team
- Developing and leveraging the capabilities of team members

WHO SHOULD ATTEND?

Team leaders, supervisors and professionals new to the role, or with experience but little previous training.

Course Outline

Understanding Your Role

- Leader or manager?
- Self-perception
- Beyond the job description: finding out what your organisation requires of you
- Balancing conflicting stakeholder demands
- Understanding the nature of change
- A model for implementing change

Personal Effectiveness, Time Management and Delegation

- Understanding yourself and your organisational environment
- Outcome orientation
- Setting personal and team objectives
- Managing performance
- Finding and using time effectively
- A model for effective delegation

Communication, Influence & Conflict Management

- Channels of communication
- Effective listening skills
- Emotions and rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively

Team Building, People Management and Motivation

- How high-performing teams work
- Identifying team roles

- Teams in practice: teambuilding exercise
- Motivation and reward
- Building and sharing a vision for the team
- Different approaches to leadership

Enhancing Team Performance through Coaching & Development
- How people learn
- Coaching for personal and team growth
- Feedback skills
- Development planning
- Next steps