

Overview

Team Leads or Supervisors must manage the day to day front line business challenges while being a leader, a coach and a co-worker.

They are expected to be resilient, have 'honest conversations' and give criticism in an impartial manner.

To meet these challenges they need to be able motivate and engage others to achieve results; to have excellent communication skills; be self-aware and non-judgmental, while maintaining a business-like approach.

This practical course addresses these demands. The course is designed to be as practical as possible. The format includes individual and group practice, role-play and input from the course leader.

On Completion Delegates Will Be Able To

- Identify the key elements in a Supervisory / Team Leading role.
- Understand the importance of clear communication to the role.
- Develop tools and techniques that can be used to achieve results through the actions of other people.

Who Should Attend

Anyone who is new to, or will soon be in Team Lead or Supervisor role. The course will also benefit anyone who has been in the role for some time and requires an insight to current thinking.

Content

Understanding The Role(s)

- Introductions And Course Objectives
- The Nature Of Managerial Work
- What is Management, Leadership, Coaching & Supervision
- The Qualities Needed For The Role
- The Core Competencies
- The Main Challenges

Leading & Motivating Your Team

- Which Leadership Style To Use
- An Understanding Of 'Motivation'
- The Psychological Contract
- Effective & Motivational Delegation
- Leading & Motivating Through Change

Dealing With Conflict

- Sources of Conflict
- Common Features of Conflict
- Staff Conflict: The Options
- Addressing Interests and Needs
- A Managerial Mediation Approach

Managing The Review or Appraisal

- The Purpose of a Review / Appraisal
- Structure of The Review / Appraisal
- Format & Documentation

Communication Fundamentals

- Stages In The Communication Process
- Effective Listening & Questioning Skills
- Barriers To Communicating
- Clarification & Understanding
- When To Keep Records of Communications

Coaching & Training The Team

- Coaching, Mentoring & Training
- Learning Styles & Stages
- Training Session Structure
- Methods of Assessment

Resilience & Mental Toughness

- Using Emotional Intelligence
- Developing Mental Toughness
- Understanding & Managing Stress

Having Honest Conversations

- Giving Feedback or Criticism
- Clarifying Expectations
- A Framework for Effective Feedback

Optional Qualification

This programme carries an optional I-L-M Level 2 Award in Leadership & Team Skills which is achieved through the completion of the two days training course and two post-course assignments.

Our **Qualification-Series** will support a strategy to:

- Increase your Team Lead or Supervisor skills levels to improve productivity
- Gain a **Quality Standard** for your company
- Build evidence of Continual Professional Development

All this gained through an investment of just two day's Instructor Led Training and two follow up assignments. This fast-track approach will maintain momentum and achievement rates.

Successful participants will receive an **internationally recognised** I-L-M Award setting them and their company apart from the others.

Also 12 months membership of the Institute of Leadership & Management, with access to resources to support their Leadership & Management development.

Further details at: <http://www.beckinridge.com/ilm-qualifications>

Duration	2 Days
Fees	£625 / € 920 Course Only £990 / € 1280 with L2 Award
Dates & Location	beckinridge.com/schedule
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs