

Overview

This course is aimed at Team Leads or Supervisors who must manage the day to day front line business processes to achieve short-term tasks or objectives.

To meet the challenges of their roles they need to be able motivate and engage others; 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

Introduction

- Understanding the Leading & Supervising role
- The qualities needed for the role
- The main challenges

Leading & Motivating the Work Team

- Adopting the best Leadership Style for any situation
- Setting 'Ground Rules'
- How to motivate the team
- Clarifying performance expectations
- How to delegate work to individuals in a way that motivates

Dealing with Conflict

- Sources of Conflict
- Common Features of Conflict
- Staff Conflict: The Options
- A 4-Step Model for resolving Conflict

Giving a Review or Appraisal

- The Purpose of a Review or Appraisal
- Structure of The Review or 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

Training and Assessment

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

Giving Feedback on Under Performance

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

Understanding & Managing Stress

- Understanding Workplace Stress
- Sources and Signs of Stress
- Preventing Stress in the Team
- Managing My Stress

Added Value - Included in the Course Fee

Firstly - Free Follow Up One-Hour Coaching Session

This optional confidential Video-Link or Telephone session will help you explore any challenges you have in relation to the course content and your role. Your coach will be Eddie McDonald, course author and Managing Director of Beckinridge. Eddie has delivered training throughout the UK and Ireland, Italy and Canada focusing on Leadership & Management Development, Coaching, Mental Toughness, Emotional Intelligence and Personal Effectiveness.

Secondly - 20% Discount on any Follow-Up Course within 4 Months

For further details e-mail joanne.gordon@beckinridge.com

Thirdly - Optional Qualification

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

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

- Increase your management team's skills levels to improve productivity
- Gain a Quality Standard for your company
- Build evidence of Continual Professional Development

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.

For further details e-mail joanne.gordon@beckinridge.com

Duration	2 Days
Fees	£675 / € 795 Course Only £1225 / € 1345 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