

## Overview

Team Leads or Supervisors must manage the day to day front line business challenges while being a leader, a coach and a colleague. They are expected to have 'honest conversations', be 'emotionally intelligent' and to 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 Leader-Manager elements in a Supervisory role / Team Leading role.
- Understand the importance of clear communication to the supervisory role / team leading role.
- Develop tools and techniques that can be used to plan, control and deliver work with and 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 Of 'Leader-Managers'
- The Core Competencies
- The Main Challenges

### Leading & Motivating Your Team

- Developing Your Leadership Style
- 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

- How We Process Information
- Levels Of Listening
- Effective Questioning Skills
- Clarification & Understanding
- Building Rapport

### Coaching & Joint Problem Solving

- Coaching Defined & Coaching Skills
- Coaching & Mentoring: The Difference
- Coaching with The GROW Model
- When to Use Coaching / Mentoring

### Emotional Intelligence & Resilience

- Understanding Emotional Intelligence
- How Emotional Intelligence Can Support The Leadership Role
- Understanding & Managing Stress

### Having Honest Conversations

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

Duration	2 Days
Fee	£ 625 € 920
Dates & Location	beckinridge.com/schedule
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs