

Introduction to Team Leadership

The Introduction to Team leadership course introduces Leading Hands, Charge Hands and Supervisors to the skills they need to lead their teams effectively. The style of presentation, reader friendly workbooks, discussion and activities make this course suitable for all team leaders, including those who are new to leadership and those whose mother tongue is not English. Eight modules are covered in this one day course.



Course Content

LEADING AND MOTIVATING THE TEAM

- Legitimate use of power
- Practical application of the theories of motivation - Maslow, Herzberg and Goal Setting theories
- Personal leadership checklist
- Personal leadership action plan

COMMUNICATING AND HOLDING TEAM MEETINGS

- Effective listening skills - attending, following and responding
- Leading meetings - the content and process of the meeting, handling people dynamics

CONTROLLING COSTS

- Balancing income and expenditure
- Controlling waste

FEEDBACK AND DISCIPLINARY COUNSELLING

- Steps to effective disciplinary counselling
- Practicing the skills
- Helpful approach to receiving feedback or criticism

COACHING

- What coaching is and who should be involved
- Effective coaching behaviour - directing and supporting, giving feedback

DELEGATING

- Benefits of delegating
- Steps in delegating
- Using a delegating planning sheet

MANAGING TIME

- Prioritising based on urgent vs. important
- Effective vs. efficient use of time
- Time management tips including using a practical 'to-do' list

RESOLVING CONFLICT

- Options when dealing with conflict and steps to manage it
- Analysing concerns of all stakeholders

2017 course dates

No public courses are planned as the course is typically run in-house

To enquire

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