Programme Outline
Team Leadership

Summary: This programme provides team leaders and managers with the foundation blocks necessary for leading and managing a high performing team.

Aimed at:
- Those who have recently taken over the responsibility for leading others
- Experienced team leaders and managers wishing to refresh and improve their skills

Duration: 4 or 5 days

Objectives:
At the end of the programme delegates will be able to:
- Identify the differences between leadership and management; and understand how this relates to the requirements of their current role
- Use a selection of tools to set clear objectives for the team
- Recognise and value difference within the team and understand how this forms the foundation for motivating others
- Explain the benefits of changing their management style and how and when this can be used to achieve maximum impact
- Manage and maintain an effective performance management system
- Help others to develop and achieve their maximum potential
- Influence and communicate with others to maintain a positive working environment
- Become more efficient as a leader by managing their own time and the time of others more effectively

Content:

Module	Content
Being a Leader – 1 day	- What is the difference between leading and managing? - Adapting my style to get the best from my team - The importance of building trust - How to bring the team with you during times of change
Managing Performance – 1 day	- What is Performance Management? - The importance of defining clear objectives - How to motivate others - How to give effective feedback on performance - Dealing with poor performance
Influencing Others - 1 day	- Understand what we mean by persuasion, influencing, manipulation and coercion - Understand the benefits and when to use each style - How to put together and deliver a compelling case - How to use influencing tools in real life scenarios
Level 2 Managing Performance and Influencing Others - 1 day (Optional)	- Practical activities using actors to underpin and reinforce learning
Communicating with others for maximum impact – 1 day	- Identify your own preferred communication style - Consider the preferred style of other people you work with - Adapt your communications to get onto other people's wavelengths - Presenting to teams

Please note that content can be adjusted to address specific skills gaps

Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools