

**The Effective Team Leader Management Course.**

**Content of the course:**

* Identify what the company/team/customer expects of the team leader/supervisor and recognise the suitability of their current relationship with their staff members – including a “should a manager” game.
* Understanding the full scope of the role (authority and accountability) and duty of care.
  + Setting and maintaining standards.
  + The concept of leading by example and what this looks like in practice.
  + The importance of consistency and equality of opportunity – including how to avoid claims of favoritism etc.
  + Personal brand and reputation and why this is important.
* Describe their current leadership style and how this may need to be adapted on occasions to gain the right impact and understand the difference between managing and leading staff.
* Managing teams and individuals:
  + High performance teams – how to manage teams in the right way including those who work remotely.
  + Motivation and identifying and creating the right environment for motivational drivers to be engaged.
  + Setting and clarifying objectives both for the team, and individuals using SMART.
  + Encouraging positivity and can-do attitudes within the team.
  + Whose got the monkey? – equity and fairness in teams and the role of the team leader in ensuring staff members think for themselves within the scope of their expertise.
* Communications & managing performance:
  + Active listening and questioning techniques to establish facts and encourage self-reflection.
  + Effective questioning techniques and how to structure discussions to establish the root cause of issues.
  + Know how to approach 'difficult' conversations with staff in the right way to get results, and the importance of early interventions and regular feedback.
  + How to recognise and establish the difference between can’t and won’t and the implication of each what to record, when and how – and when to seek support from HR.
* To help managers avoid the pitfalls which can be associated with ineffective or inconsistent approaches to performance management.