

# 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. Seven 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 - 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

### CORRECTIVE COUNSELLING

- Steps to correct a team member
- Practicing the skills
- Helpful approach to receiving feedback or criticism

### TRAINING and COACHING

- TIPS method to train a team member On-the-Job
- Understanding learners

### 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
- Tips for achieving a win-win