

## Excellence in Team Leadership

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### Overview

With increasing numbers of organisations expecting junior and middle managers to act as leaders, this 1 day course is designed to introduce new leaders to management.

This course will help you to enhance your leadership credibility and improve the performance of people within your organisation. During this course, you will look at how personal attributes, behaviours and common goals have the capacity to influence people.

No formal training is required. The course is run in an informal 'workshop' environment and is an ideal taster course prior to embarking on the Excellence in Supervisory Management course.

### Course Content

- Identify the role and responsibilities of the Team Leader
- Recognise the advantages of using different leadership styles
- Effective communication
- The art of giving clear instructions
- Delegation; the challenges and barriers
- Managing the performance of others and understanding the performance management cycle.
- Dealing with difficult people; assertive steps
- Giving feedback

