First Touch Presents

SUPERVISORY SKILLS FOR TEAM LEADERS

Five skills that will motivate your team to success

Is it right for you?
This dynamic workshop has been designed to develop the skills of those who are newly appointed, about to be appointed or in the first year of a management or team leadership position. The workshop will show delegates how to assert themselves as team leaders and quickly advance the respect of their team. It will then provide a structure that will help the leader to find continuous success.

What will you learn?
This workshop will provide you with initial guidelines for team leadership and show how to avoid problems associated with running a team. We examine the five key skills that will help you to achieve greater results. You will be offered a solid understanding of what makes effective management and learn the difference between management and leadership and how the two can work in harmony

What is Leadership?
How to make an effective transition between team member and team leader
The three critical factors of team leadership success
How to identify, develop and improve your own leadership style

Influential Leadership
The impact of different leadership styles
Purpose and key result areas
Attention to detail

Managing People and Resources
Fayol's Wheel, forecasting, planning, organising, motivating, co-ordinating
How to set clearly defined objectives
Personal organisation – making the time

Communication
Communication behaviours & techniques
How to be assertive, not passive, or aggressive
Feedback techniques to build rapport and improve performance
How to delegate effectively
How to maximise the impact of 1 to 1 meetings

Developing Powerful Motivation Strategies
Understanding the motivators and de-motivators – the "hygiene factors"
How to turn motivation theory into practical everyday applications that work
The value of non-cash rewards

Building High Performance Teams
Addressing the task, the team, the individual
Understanding the effect of individual behaviours on the dynamics of your team
How to work effectively with team members who work remotely
How to monitor and control performance, and act on non-performance

Making Team Decisions
How to run an effective meeting to inform, educate and motivate your team
Holding meetings to discuss actions and gain team consensus

Exercises and Case Studies
Total confusion
Adrift in the Atlantic
Return to work action plan

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