

## Fast Track to Successful People Management and Team Leadership

### Overview

**An intensive management course full of practical steps to help you get started as a team leader. We will focus on key knowledge, skills and behaviours needed by managers to be confident in their new role.**

Take three days out of the office to concentrate on finding out your style and how positively to approach team responsibilities such as giving feedback, coaching, enhancing motivation, managing change, communicating strategic objectives and addressing poor performance.

You will also pick up tips to deal successfully with day-to-day challenges such as team meetings, information overload and email management. You will feel confident applying what you learn thanks to the experienced facilitator's insight and plenty of practice time using real workplace situations. You will leave fully equipped with a practical toolkit of best practice management techniques and a personal application plan.

### Audience

Suitable for new supervisors, team leaders and managers who have no prior training. This demanding programme will enable you to hit the ground running in your new role.

### Skills Gained

**By the end of this course you will be able to:**

- Define your role as both a manager and a leader.
- Establish clear objectives and standards of performance for your team.
- Motivate, manage and lead your team to meet objectives and deliver results.
- Plan and prioritise your workload using effective delegation, goal planning and key skills for managing information.
- Deal effectively with difficult behaviour by providing constructive feedback.
- Use your communication skills to manage meetings more assertively and to influence your team.

### Prerequisites

We recommend that you take some time to complete the pre-course work for this course as the outputs will be used throughout the three days to tailor the experience to your needs.

- Complete the Belbin questionnaire which aims to identify your preferred role within your current team. The Belbin team model will be discussed on the course and an assessment on your own preferred role is required.
- Please bring with you an example of a personal or team objective that has been agreed for this year.
- Please identify a subject that you would like to be coached on. This can be a workplace issue or problem that you are currently experiencing and would like the opportunity to discuss and attempt to arrive at a solution or gain a different perspective. This has to be something that you feel comfortable sharing.
- Identify a difficult situation or a person that you are currently having difficulty with. This could be a performance or behavioural issue within your team. You will have the opportunity to discuss this issue and examine possible ways of resolving it on the course.

### Stepping Up to Your New Role

- What is required of you? Role and responsibilities
- The role and behaviours of successful leaders

- Making the transition to a manager of others - find your leadership style
- Meeting the demands of your team
- Your role and how it fits in the organisation's purpose
- Organisational culture, vision, mission and strategy

### **Team Building, People Management and Motivation**

- Distinguish team roles and responsibilities
- Create the ability to recognise and manage the different roles
- Maximise and maintain input and motivation
- Theories of motivation and their impact in the workplace
- Practical ideas on how to motivate your team
- Recognise the signs of demotivation - tools and techniques to turn this around

### **Successful Interpersonal Communication**

- Overcoming the barriers to effective communication
- Building relationships through questioning and listening
- Communicating more assertively in team meetings
- Influencing and persuading colleagues

### **Personal Effectiveness, Time Management and Delegation**

- Techniques for self-management including how to prioritise and plan effectively
- Identifying key result areas
- Deal with information overload
- The process of delegation and its benefits
- Learn a model for effective delegation
- Identify and overcome the barriers to effective delegation

### **Enhancing Team Performance through Coaching and Development**

- Identify the team's coaching and training needs
- Coaching skills for managers
- Provide recognition and feedback using a structured approach
- Respond to poor performers

### **Dealing with Conflict**

- Identify your preferred influencing style
- Recognise the influencing behaviours of your team members
- Deal with difficult people and situations assertively
- Handle conflict within the team and promote cooperative behaviour
- Recognise and adapt your preferred style for resolving conflict

### **Managing Change**

- Understanding the nature of change
- A model for implementing change
- Appreciate people's reactions to change and manage them effectively

### **Your Future Development**

- Your facilitator will coach and assist you to develop a personal application plan to implement on your return to work.

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Need more information? Why not call one of our professional training advisors on **0800 40 848 40** or email us at **[training@coursemonster.com](mailto:training@coursemonster.com)**

The training course outline shown above is a standardised version representing all the dates available and may vary from the course you attend. You will be sent the supplier's course outline when you enquire about a specific date.

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