

TEAM LEADER

US 242821 / NQF Level 4 / 6 Credits

“Be a leader, not a boss”

A team leader should be someone who provides guidance, instruction, direction and leadership to a group of individuals for the purpose of achieving results. The role requires so much more than simply tasking others.

We have developed this course to assist team leaders in gaining a better grasp of the roles and responsibilities expected of them. We aim to help team leaders to recognise they have accountability for the performance of the team, and to provide them with the techniques and tools to be able to create high functioning teams.

This course is both practical and informative. We assist participants to develop the confidence to take ownership of their team leader role, and to enhance their motivation to organise and support their teams to deliver great results.

WHO SHOULD ATTEND

- Anybody involved in managing teams and ensuring that organisational standards are met
- Managers, Junior managers and aspirant managers
- Team leaders that are involved in delegating and monitoring work
- Business owners

HOW YOU WILL BENEFIT

- Team and individual performance improve
- Organisation and tasking of work is clearly communicated
- The potential of the team is realised for the benefit of the business
- Delegates will develop confidence in applying proven techniques for managing their teams effectively
- Team leaders will be encouraged to develop positive working relationships with their subordinates and colleagues

WHAT WILL BE COVERED

- The role of the team leader including taking on the mantle of being a “leader”
- Responsibility of team leaders in relation to their job description and their team
- Authority, responsibility and accountability of the team leader
- The purpose of the team and what is meant by the term ‘team
- Defining the role and expected outputs of each team member
- Identifying team's stage of development
- Analysing team member's individual styles
- Setting performance standards, tasks and deadlines for individuals and teams
- Obtaining commitment from team members and empowering them to fulfil their roles
- Managing risks and dealing with challenges that could face the team
- Using organising tools and methods to enhance productivity and track and monitor output
- Taking corrective action when objectives are not being met

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Two-day course 08:30 -16:00

Tel: (031) 267 1229

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<p align="center">Module 1 Explain the role of a team leader in an organisation</p>	<p align="center">Module 2 Explain the purpose of the team</p>
<ul style="list-style-type: none"> • Explain the role of a team leader in an organisation with reference to their job description • Explain the responsibilities of a team leader within the context of a work environment • Explore characteristics of a leader • Concepts of authority, responsibility and accountability with reference to the team leader's own position in an organisation • The organising of workers in teams in terms of recognised theory and practice 	<ul style="list-style-type: none"> • The concept of a team according to accepted theory and practice • Purpose of the team to the team members according to organisational requirements • The role and expected outputs of each member of the team in relation to the purpose
<p align="center">Module 3 Contract with the team members to obtain commitment to achieve organisational standards</p>	<p align="center">Module 4 Implement, monitor and evaluate performance against team objectives and organisational standards</p>
<ul style="list-style-type: none"> • Discuss tasks, performance plans, targets and standards and agree to them according to organisational requirements • Create a team identify with a sense of purpose • Agree on time allocations for achieving individual and team objectives through a process of consultation 	<ul style="list-style-type: none"> • Implement agreed plans according to Standard Operating Procedures • Anticipate potential difficulties in achieving the plan through reflection and feedback • Monitor team outputs against agreed targets and time allocations • Identify variances to required outputs and take corrective action where necessary

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