

TEAM LEADER FUNDAMENTALS

This one-day course covers the fundamentals of first line supervisory skills, dealing with day to day supervision and task setting.

WHO SHOULD ATTEND

- Team Leaders

HOW YOU WILL BENEFIT

- You will understand the basic requirements of supervising others at work
- You will understand why staff need goals, how to set them and to monitor progress
- You will learn to co-ordinate your subordinates so that they collectively achieve objectives
- You will learn behaviours required of a person in a leadership role and to manage conflict, motivate subordinates and the essentials of first line disciplinary procedures

WHAT WILL BE COVERED

- Different Leadership Styles - *display integrity, allow sub-ordinates to use their own initiative and solve problems, etc.*
- Situational Leadership - *different communication styles - display professionalism, be approachable, etc.*
- Setting Goals
- Monitoring Work and Taking Corrective Action
- Taking Responsibility and being held Accountable
- Time Management
- Resolving Conflict
- Dealing with Discipline
- Motivating staff - *teach and impart knowledge*

One-day course 08:30 - 16:00

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