



Sessions cover:

- Introduction to team leadership
- Managing team performance
- Creating personal impact as a TL
- Effective leadership – everyday

Dates for 2017

- Wed 25 Oct
- Thurs 26 Oct

Location

- Bristol City Hall
- College Green, Bristol
- BS1 5TR

Cost for members

- 2 days per person - £399.00+VAT

Cost for non-members

- 2 days per person - £450 +VAT

www.swccf.co.uk

Dedicated training to develop the best team leaders in the business!

This exclusive new training initiative from the South West Contact Centre Forum offers members a cost effective training solution to further enhance and develop your Team Leaders.

Flexible training that does the business!

The programme consists of two content packed days designed to ensure that every delegate has an exceptional, and truly insightful experience. The group will be working with 'real operational' challenges all geared to ensure that the outcomes can be taken back to their respective operation. Sessions have been geared to provide an ideal opportunity for Team Leaders to enhance key skills and improve performance.

The benefits include:

- Sharing best practice with other Team Leaders from the region
- High value training content at low operational cost
- Discounts for block or group bookings
- Fast paced, interactive content for immediate action at work



‘Strongly recommended!
I have taken away a lot
from the course and feel it
benefits both new and
current managers’

**Be the best
in the business!**

‘I have never attended
a course like this... the
different theories have
helped me establish what I
really need to do to
lead my team’

Fast paced and interactive,
each session develops the
skills needed to **maximise
effectiveness** as a TL. The
four sessions comprise:

1. Introduction to team leadership

Defines the TL role in detail, identifies
leadership behaviour and styles,
including Transactional Management
and Transformational Leadership, and
translates into business benefits.

2. Managing teams for high performance

The Action Centre Leadership Model
begins the process of how to plan for
high performance. It ensures that the
TL is aware of (and prepared for) how
and what is expected of them and
their team. Examines in detail the way
in which team members learn and are
motivated, using highly effective
management tools.

3. Creating personal impact as a TL

How to effectively manage the team on
a changing daily basis. How to build a
team through managing behaviour and
the importance of maintaining
successful team relationships.

4. Effective leadership – everyday!

Ongoing motivation, formation and
development of a team filtered into
tangible examples for immediate
implementation. Case studies include
actual business scenarios where TL’s
can apply the methods learned as part
of the Team Leader Development
Programme.

**Additional discounts are available for
group bookings. Bespoke training
packages can also be provided on site.**

For further details or to book a
place email Jane Thomas
jane@swcontactcentreforum.com