

Team Leader Development Series 2019

We are delighted to announce the Team Leader Development series for 2019. These courses have been specifically designed to help Team Leaders focus on how they can be both more effective and productive in their role, leading their teams to be the best they can be.

Each module, focuses on the critical areas in which Team Leaders need to be effective, and is full of practical ideas and insights to help participants develop themselves and their teams. Every module includes a learning review, to help participants reflect on the key things that they can do immediately to be more effective in their role, and also includes an action plan to transfer that insight into practice.

'Discuss and Do' is a major theme of TLD. As a development programme, actions plans will be reviewed in each session, helping participants develop, grow and put their learning into practice.

Suitable for both new and established Team Leaders, this programme provides a good mix of theory and practical application so that everyone will have something fundamental to takeaway following each module.

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Module 1

Developing a Coaching Culture

12 June

An inspiring interactive one-day workshop aimed at Team Leaders, new to role or established in role to enhance a current coaching culture or develop a new strategy. With a good mixture of theory and practical learning, this session will deliver and share best practice and engage with coaching methodology to include:

Action Planning:

- › Actions V's Objectives.
- › The structured flow from corporate objectives to individual objectives.
- › Writing SMART objectives with an agent not for an agent.

Giving and Receiving Feedback through structured Coaching:

- › Instructing v Coaching.
- › ROI on coaching to improve performance.
- › Developing relationships & possible or existing coaching blocks.
- › Feedback models, discussion and trial.
- › Effective question types and identifying their place during a feedback session.

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Module 2

Influencing and Communicating

10 July

Consider the possibilities of influencing your team members with this workshop to explore the outputs of influencing through communication. Aimed at Team Leaders new to leading teams, this 1 day session will develop a plan of action for any leader.

To include:

- > Explore the concept of Drains V's Radiators.
- > Understanding why a team leader will need to influence a team.

- > An influencer traits.
- > The theory of 'Push-Pull'.
- > Knowing the audience and understanding the communication cycle.
- > Categorising verbal and non-verbal communication.
- > Greater depth listening to create an action plan using a 'Start, Stop, Continue' model.

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Module 3

5 Steps for Managing a Successful Team

25 September

Offering 5 key features for managing a team, this workshop works with the delegates to enhance the understanding for 'the team'. Suitable for Team Leaders new to role, this one day interactive session will include:

- > The performance gap, a performing and an underperforming agent.

- > Managing 'Skill' and 'Will' related issues.
- > Coaching a team to success.
- > Team motivators to include motivation methodology and understanding engagement status.
- > Praise and recognition through understanding the needs of a team.

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Module 4

Planning and Time Management

23 October

A Team Leader needs to be organised throughout their day to ensure they get the best from their day and their team. This 1 day workshop offers the opportunity to consider how to develop planning and time management skills. Suitable for Team Leaders new to the role.

This session will include:

- > The 3 P's.
- > Self-aware time management.
- > 'Worthwhile' theory for the role of a Team Leader and agent demonstrating the 'Golden Circle'.
- > Action planning the day for a Team Leader.
- > What barriers can prevent a Team Leader meeting a deadline and how can this be avoided?

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Module 5

Developing a Team Culture

27 November

Aimed at a Team Leader with 6 months plus exposure to leading. This 1 day interactive workshop will discuss opportunities within your team to develop a team culture which can make a difference. Explore current team dynamics through the workshop activities to transform your teams into a high performing team through visioning and developing the right culture.

To include:

- > Creating a Team Culture.
- > What is your vision for an ideal team?
- > Barriers to success.
- > Engagement.
- > Motivation and praise.

TLD

Team Leader Development Series 2019

Invest in your Team Leaders to be the best they can be.

These sessions are kindly hosted at Subfero, The Hub, 500 Park Avenue, Aztec West, Bristol, BS32 4RZ.

To book, please contact info@swcontactcentreforum.com

All prices +VAT	Single session	All 5 sessions
Members	£200	£800 save £200
Non-members	£350	£1400 save £350