

# TLD Pick & Mix

## Team Leader Development Series

**We are delighted to announce the launch of 'TLD Pick & Mix' – the Team Leader Development series for 2020. Following the remarkable success of the 2019 Team Leader Development series, 2020 now has 10 exciting workshops to offer. These have been specifically designed for the Contact Centre Team Leader population with a focus on Team Leaders being the best they can be.**

Each workshop is fully interactive, memorable and fun - it focuses on the critical areas in which Team Leaders need to be effective and is packed with practical ideas and insights to help participants develop themselves and their teams. Drawing upon experiences of other the participants – these workshops deliver a rare opportunity to share best practice within the Contact Centre environment.

Every workshop includes a learning review helping participants reflect upon the key things that they can do immediately to be more effective in their role. 'Discuss and Do' is a major theme of 'TLD Pick & Mix'. Action plans will be regularly encouraged, supporting the Team Leaders to develop and grow as well as advice on how to transfer the 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 and build upon following each workshop.

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### Contact us for more information

<i>All prices +VAT</i>	<b>Single Session</b>	<b>Any 5 workshops</b>	<b>All 10 workshops</b>
<b>Members</b>	£299	£1196 (save £299)	£2392 (save £598)
<b>Non-members</b>	£399	£1596 (save £399)	£3192 (save £798)

For the South West region, contact

[training@swcontactcentreforum.com](mailto:training@swcontactcentreforum.com)

#### WORKSHOP 1

### Managing a Successful Team in 2020

Offering 5 key features required to manage a team, this workshop helps the delegates to enhance the understanding for 'the team'. This is all about knowing your people, knowing how you can make a successful team and use their strengths to gain maximum performance. Suitable for Team Leaders new to role, this 1 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.

South West

Thursday 16 January

#### WORKSHOP 2

### Being a Self-Aware Team Leader

Being aware of your own actions whilst at work can sometimes be challenging. How can you be self-aware? This workshop considers how your own actions can alter the effectiveness of you as a leader. During the practical workshop, you would review methods to help understand how to learn more about yourself, your learning styles and those around you. Have you ever thought about what people see in you and what you do not see about yourself? The key outputs for this workshop include:

- Who are you?
- Learning styles.
- Methodology around business and personal SWOT.
- Learning how to identify your strengths and non-strengths.
- Understanding how you could manage conflict situations.
- Unconscious bias.

South West

Tuesday 11 February

#### WORKSHOP 3

### Developing a Coaching Culture

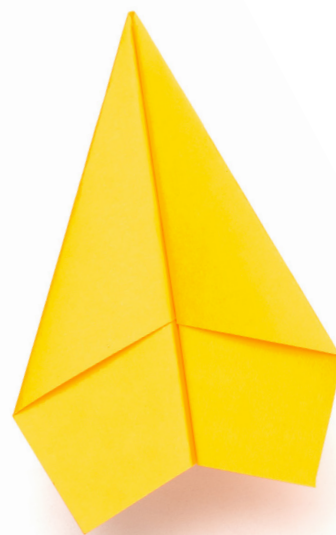
An engaging interactive 1 day workshop aimed at Team Leaders, new to role or established in role to enhance a current coaching culture or develop a new strategy.

With a good mixture of theory and practical learning, this session will deliver and share best practice as well as engage with coaching methodology to include the following key outputs:

- Structured feedback sessions using appropriate methodology for a Contact Centre environment.
- Are you an Instructor or are you a Coach?
- ROI on coaching to improve performance.
- The structured flow from corporate objectives to individual objectives.
- Review of objective setting to enhance performance management – making it SMART.
- Learn how to effectively use questioning methods during their future coaching of their team.

South West

Wednesday 4th March



**PICK &  
MIX ANY  
OF THESE  
WORKSHOPS:**  
**£299<sup>+VAT</sup> EACH**  
*\*MEMBERS PRICE*



#### WORKSHOP 4

### Your Personal Brand

How can Team Leaders stand out from the crowd? It is important to enjoy what we do – how can your personal brand help to deliver excellence within our teams which in turn leads to higher performance? This workshop will develop your awareness and confidence about yourself as a leader, you as a person as well as considering what you offer to your teams. Team Leaders will be challenged to consider what their legacy is and how this is delivered during the daily challenges of the Contact Centre environment. The key outputs include:

- › Knowing yourself.
- › Create your personal brand.
- › The impact your personal brand has upon your teams and the organisational brand.
- › Enjoying what you do.
- › How can you be the best?

**South West**

Tuesday 31st March

#### WORKSHOP 5

### Influencing & Communicating

This workshop will develop the vital skills needed to influence your team members, fellow managers and the senior management teams through use of solid and appropriate communication. It can be challenging to consistently be influencing all of the personalities of differing team members. What will you as a leader consider you could start, stop and continue doing to make you a more focussed leader? You will be asked to make a pledge about your next steps to influencing for good performance.

Key outputs will include:

- › Understanding why a Team Leader will need to influence a team.
- › Influencer traits/characteristics.
- › Communication styles suitable for the relevant situation.
- › Knowing the audience, delivery of the message and understanding the communication cycle.
- › Greater depth listening to create an action plan using a 'Start, Stop, Continue' model.

**South West**

Wednesday 06th May

#### WORKSHOP 6

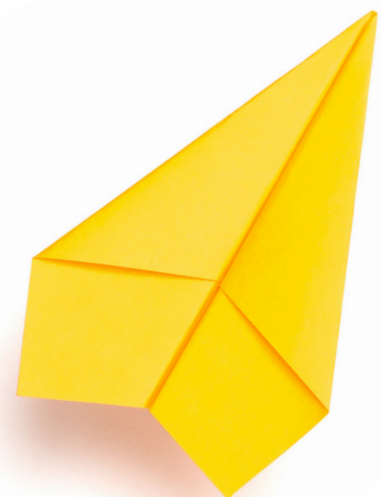
### Team Success – Motivation, Praise & Recognition

How do you motivate yourself? If you know your self-motivators, you will start your journey to understand your teams. Knowing your teams strengths will enhance the ability to be able to motivate through this knowledge, understanding and appreciation of every individual. This workshop will offer an opportunity to learn from best practice, tried and tested ideas, learn from the industry expert, as well as get Team Leaders leaving with a plan of action to motivate team members to deliver excellent performance. During the 1 day workshop, you will also discuss generational leadership through motivation and how this will enhance your breadth of knowledge for managing a team. The outputs will include:

- › The theory of motivation and how generational differences may alter your approach.
- › Understanding how your team operates.
- › Knowing your team! What does motivation bring to your teams?
- › 'Motivational Suggestions' - ideas generator.
- › Ask the Expert - an opportunity to seek advice and knowledge from an industry leader
- › What is praise and recognition and how is this applied?

**South West**

Wednesday 03rd June



#### WORKSHOP 7

### Planning & Time Management

How can a Team Leader gain the best from their day which in turn gets the best from the team? This workshop will demonstrate what offering a 'purpose' to any role can bring and how this effects performance and engagement. By the end of the 1 day workshop the Team Leaders will appreciate that being selfaware can enhance their time management skills. Key outputs include:

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

South West

Thursday 02nd July

#### WORKSHOP 8

### The Contact Centre Team Leader of 2023

With the future of AI offering a self-serve facility to our customers within the Contact Centre arena, we are working towards building teams of 'super agents'. With this in mind – we need leaders who offer strong, passionate, capable and knowledgeable traits. This 1 day session looks at what makes a good leader, what leadership styles are appropriate and when as well as how to inspire your team to deliver great performance. In addition, this interactive workshop will benefit from delivering best practice guidance from an expert in the field of Contact Centres as well as including:

- Definition of a leader and leadership styles.
- Key differences between a Leader and a Manager.
- Great leaders at their best and a look at inspiring leadership!
- Ask the Expert - an opportunity to seek advice and knowledge from an industry leader

South West

Wednesday 09th September

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*\*MEMBERS PRICE*

“I have thoroughly enjoyed every workshop. The trainer continues to engage all of us and always makes you feel involved. I have been pushed out of my comfort zone and have learnt lots of new skills and tools, which I have already implemented and improved within my role as a Team Leader.

—Previous participant



## WORKSHOP 9

### Developing a Team Culture

Aimed at a Team Leader with 6 months plus exposure to leading. This workshop will leave the Team Leaders exploring team dynamics to return to their teams to make a difference. Team Leaders will be challenged to consider how to effectively start engaging and motivating their teams which in turn will transform their teams to high performing teams. By the end of this interactive workshop, Team Leaders will be visioning for the future and take away a plan on how they can create their desired team culture. Key outputs include:

- › Creating a Team Culture.
- › What is your vision for an ideal team?
- › Barriers to success.
- › Engagement.
- › Insight into motivation and praise.

South West

Wednesday 30th September

## WORKSHOP 10

### Back to Basics of Emotional Intelligence

What is Emotional Intelligence? Team Leaders are often faced with the challenges associated with different personalities and how you as a leader handle the daily situations is paramount to making better leaders. This 1 day workshop explores the basics of emotional intelligence and what it means to be emotionally intelligent. Listen to an industry expert as they explain how this can work within a successful team within a thriving brand. Key outputs include:

- › An opportunity to learn emotional intelligence methodology as well as working best practice.
- › What is the definition of Emotional Intelligence?
- › An understanding of where emotional intelligence starts.
- › Situations and application of emotional intelligence into your role as a leader.
- › Top tips to stay emotionally intelligent.
- › Ask the Expert - an opportunity to seek advice and knowledge from an industry leader

Wednesday 11th November

Wednesday 11th November

“High quality content, knowledge and delivery. Excellent knowledge which is realistic to take back and implement into my day to day role. What a great opportunity to develop and learn.

—Previous participant

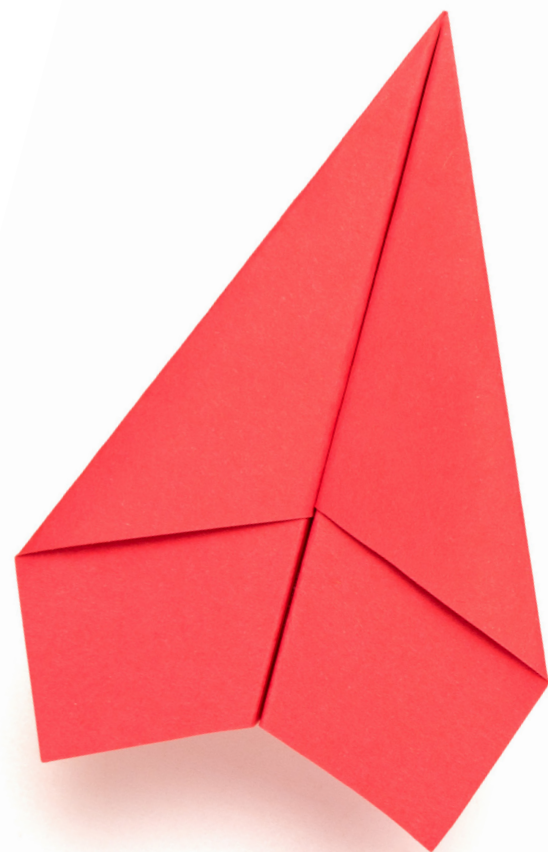
### TLD Add-On Service

Every workshop has the added benefit to have the workshop knowledge embedded within the workplace through the introduction of the TLD Add-On Service. This is a unique and rare opportunity to receive an on-site visit from the trainer following the workshop to enhance, embed and carry out the practical learnings from the session. The trainer will understand the Contact Centre industry with years of experience delivering an operational proposition to big name brands. This would be an opportunity to receive tailored advice, share best practice as well as a rare look at how we at the SWCCF could deliver bespoke learnings, ideas and suggested next steps to your centres.

Price available upon request

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—  
ADD-ON  
A SITE VISIT  
FROM A TRAINER  
TO ENHANCE  
YOUR TEAM'S  
LEARNING  
—