



## **Supervisor & Team Leader – Further Development**

### **Who should attend?**

This course is suitable for existing supervisors and team leaders who want to develop themselves in their role and achieve better results from their staff.

### **Course Aims & Objectives**

The purpose of this course is to help delegates deal with the leadership and interpersonal side of supervision.

By the end of the course delegates will be able to:

- Identify the key attributes of a successful team
- Define different leadership concepts and implement them within their team
- Use different coaching and communication and feedback methods to enhance results
- Understand the rules and need for discipline
- Devise a plan of work that can be implemented into their job role

### **Course Outline**

- Course Introduction
- What is Leadership?
- Team Leadership
- Team Development
  - Stages of teams
  - Team based results
  - Team problem solving
- Leadership Models
- Communicating to Achieve Results
  - Instructing or consulting
  - Motivation
  - Influencing relationships
  - Formal and informal
- Performance Coaching
  - Benefits of coaching
  - Setting objectives
  - Monitoring performance
- Feedback
  - Types of feedback
  - Feedback models
- Discipline
- Action Plan

### **Certification**

Certificates of attendance will be awarded to delegates upon completion of the course.

### **Duration**

2 Days

**Location**

We can offer courses on company premises for a maximum of 12 delegates or upcoming open courses in your local area.