

# Supervisor and Team Leader Skills

Moving into a team leader position can be a daunting prospect. As a team leader, your primary focus has changed from being part of a team, to managing the team. To make this transition effectively involves acquiring new skills, competencies and attitudes. This course introduces you to what you need to know, so that you can feel confident in your decisions and lead others to achieve results. The course will teach delegates about:



- The role of the contemporary leader
- Setting performance standards and objectives
- Gaining commitment and results from others
- Planning, managing and reviewing
- Interpersonal skills for dealing with difficult people & situations
- Team building

## Who Will Benefit?

The course is suitable for supervisors and team leaders from all industries who need to achieve results with the co-operation of their teams

## Course Outline

- The role of a leader
- The barriers of effective communication
- Identify individual interpersonal skills
- Communicating to different people
- Communicating to achieve objectives
- Pace, tone, pitch and loudness
- Setting performance standards
- Handling poor and high performers
- Dealing with difficult people and situations
- Resolving conflict assertively
- Listening to understand and not just to respond
- Building rapport
- Problem solving
- Motivation to achieve commitment and results
- Planning and organising time to achieve objectives
- Setting SMART objectives



## Contact Us:

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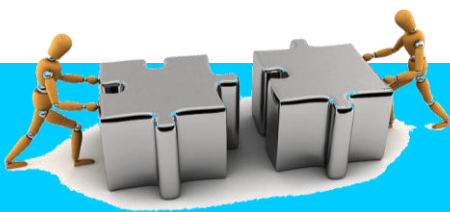
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- Balancing the needs of the task, team and the individual
- Time management tools
- Urgent versus important
- Team building and team work
- Action planning

## Duration

3 Days



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