Certified Courses

Professional Certificate

Mastering Team Leadership Skills

INTRODUCTION

- High performance teams are essential for organisations to perform well. It is common to hear of management teams, production teams, service teams or even whole organisations being referred to as teams. Employers stress the importance of employees working as a team and advertise for staff with the ability to work in such a way. In a general sense, people talk of teamwork when they want to emphasise the virtues of co-operation and the need to make use of the various strengths of employees. However, many teams underperform and this causes major problems for the organisation, and therefore the team leader.

  This Mastering Team Leadership Skills training course is designed to help you to:

- Enhance your team leadership skills
- Motivate and manage your people for effective accomplishment
- Deal effectively with conflict in a team
- Build a high-performance team
- Obtain success through dynamic team development

PROGRAMME OBJECTIVES

- Recognize the difference between ineffective and effective teams
- Study the different team player styles and their impact
- Devise a strategy to manage the team through the stages of development
- Discover techniques for improving their personal performance as a team leader
- Examine the art of motivating employees
- Consider methods of dealing with conflicts between team members
- Review strategies for handling difficult people

WHO SHOULD ATTEND?

- New members of the management team
- Team leaders interested in further management development
- Managers seeking to enhance their skills in leading teams
- Team leaders who wish to build high performance teams as part of their personal and organisational development

TRAINING METHODOLOGY

- Participants will learn by active participation during this training course through the use of individual exercises, questionnaires, team exercises, training videos and discussions of "real life" issues in their organizations.

PROGRAMME SUMMARY

- This Mastering Team Leadership Skills training course covers all the essential skills necessary to be an effective team leader. There will be discussions of the special requirements of being a team leader as opposed to a traditional manager. This training course will concentrate on all of the factors essential to the building of a high-performance team. It will also highlight obstacles to team development and methods for overcoming these obstacles. In particular, there will be an emphasis on dealing effectively with both team member conflicts and poor performing team members. All participants will leave this training course with ideas they can immediately implement in their work environment.

PROGRAM OUTLINE

Building a High-Performance Team

- The Goals of Teamwork
- High Performance Team Masterplan
- Identifying Effective Team Behaviours
- Identifying Ineffective Team Behaviours
- Understanding Team Player Styles
- Overcoming Obstacles to Effective Teams

Leading Different Types of Teams

- Employing Teams
- Creating Virtual Teams through Technology
- Overcoming Resistance to Teamwork
- Meeting Team Performance Challenges
- Understanding the Stages of Team Development
- Essential Skills for Team Leaders

Self-Motivation and Development

- Harnessing the Power of Your Abilities
- Choosing Empowering Beliefs and Values
- Building Your Self Confidence
- Maintaining a Positive Attitude
- Strengthening Determination and Commitment
- Turning Ideas into Action

Dealing with Team Conflict

- Understanding the Causes of Conflict
- Conflict Mode Instrument
- Pacing & priority conflicts
- Dealing with Different Behavioural Styles
- Managing Conflict Effectively
- Obtaining the Benefits of Productive Disagreement

Dealing with Difficult Team Members

- Types of Difficult People
- Adopting an Assertive Approach
- Models for Effective Counselling
- Managing the Difficult Team Member
- Dealing Appropriately with Personal Criticism
- Developing an action plan

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