

Team Leaders & Supervisors Survival Tactics

3 & 4 November 2010, Mercure Hotel, Auckland
10 & 11 November 2010, Duxton Hotel, Wellington

Equip yourself with the key tools that will make you an effective leader, manager, communicator and problem-solver.



FACILITATED BY



Penny Holden



COURSE OUTLINE

Day One

Being an Effective Leader

We are all striving to be effective leaders, yet defining what characteristics are needed to be a good leader can be challenging. So many factors can influence your ability to lead your team, that sometimes it can be an extremely difficult proposition. This session will identify and explore what being an effective leader really means in practice day to day.

You will learn:

- The essential components of successful leadership and how to apply them
- Your own leadership style, getting the best from it and managing any limitations
- How to simply adapt your leadership style to get the best from an individual and the situation
- The simple steps to effective decision-making and resolving problems
- How to manage and succeed in the most challenging relationship of peers/colleagues that have now become your reports

Managing Your People and their Performance

Occasionally it can be hard enough managing and motivating yourself to perform on a regular basis at the top of your game, let alone your team. But to achieve your departmental and organisational objectives, it is imperative that you consistently find ways to motivate your team. This session will examine structures and processes that will provide you with the tools required to strengthen your management skills and thus enhance your motivational abilities.

You will learn:

- The fundamental tools of managing your people to achieve the results you want
- How and why to set clear expectations and goals
- How to give the right feedback, at the right time
- How to manage challenging behaviour
- A simple process for tackling performance problems at the right time, in the right way
- The power of coaching for results

Day Two

Communicating with the Team and Important Others

As the Team Leader or Supervisor you are an important link between management and your team. Through the development of clear and concise communication strategies, you can greatly enhance your abilities as a team player and communicator. In this session you will learn new techniques for effective communication, both up and down your organisation's hierarchy, as well as the importance of delegation.

You will learn:

- The core components to building a team that works
- Simple steps to effective team meetings
- The role informal communication plays in team building and getting results
- Your role in team communication
- How to set up the best possible chance of communicating with your manager
- The art and science of communication that works
- The art and science of delegation

Managing Your Workload and Multiple Priorities

Ever had the feeling that there just aren't enough hours in a day? We have all felt that way from time to time. The solution lies in being able to manage your workload and to set priorities. This session will provide you with tools and techniques that will enable you to gain control of your daily schedule, without compromising your workload expectations and responsibilities to your team.

You will learn:

- How to get organised
- Time wasters and how to eliminate them
- How to organise your priorities to get the results you want

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ABOUT THIS COURSE

The role of a Team Leader or Supervisor is a challenging one. You need to be able to lead, motivate, communicate and manage your team to meet your departmental and organisational objectives. Meeting the needs of your managers vs. the abilities of your team members requires a fine balance and it can sometimes get quite tricky.

An effective team leader/supervisor is one who is able to align and unify their work teams and deliver outstanding results for their organisation. To achieve this goal you must continually evaluate your skills and update your toolkit to meet the growing responsibilities which are being placed upon you.

Team Leaders & Supervisors Survival Tactics has been designed to provide you with a comprehensive toolkit that will enable you to be an effective team leader, motivator, communicator and manager of your team. These four key skills have been identified as the basis of all exceptional team leaders and supervisors and will assist you in achieving your work aspirations.

OTHER COURSES YOU MAY ALSO BE INTERESTED IN:

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Mastering Negotiation Skills – February & March 2011

TRAIN YOUR TEAM

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Seminar Code: TD063 **Brochure Code:** A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

INSTRUCTOR PROFILE



Penny Holden

Penelope Holden has over 18 years in the field of learning and development as trainer, leader, manager, coach and programme designer. Operating in New Zealand, the UK and Australia, Penelope has the enviable position of having trained in all sectors (private, government, corporate, NGOs), across most industries in various subject areas. She brings in-depth knowledge and experience to offer rigorous, insightful, challenging and highly practical training that is inspiring and motivating.

Passionate about learning interventions and training development, Penelope's facilitation style is highly energetic and packed with practical ideas, tools, up-to-date information and strategies for success. She proactively works with participants to make training as valuable as possible, ensuring a return on investment of their time.

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Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

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