



NEW TO TEAM LEADERSHIP

Course Outline

Course overview and duration

Too frequently employees are promoted to a team leader or managerial role without receiving appropriate support and training; often, they may fail very quickly thereafter. This course provides details of expectations of the role with lots of practical guidance to help new team leaders and managers become proactive and effective from day one.

This training may be delivered as a 2-day or 3-day course, depending upon the level of detail that is required to meet the desired learning objectives.

Who will benefit from this course?

This course is designed to suit anyone that is newly appointed or soon to be appointed to a team leader or managerial position, and who needs an insight into the expectations of the role. It is also suitable for struggling newer managers who need extra support and guidance.

What you will learn:

- The definition of the role and responsibilities of a team leader or manager.
- Discover and explore your own behavioural style and how you currently work with others; why you may need to change this in your new role, and how to do it.
- Basic recruitment and selection overview.
- Building an effective team and introduction to Bruce Tuckman's classic definition of the 'Stages of Team Formation'.
- Leadership versus Management and different behavioural and leadership styles.
- Explanation of John Adair's 'Action Centred Leadership Model'.
- Introduction to the performance management cycle.
- Setting and monitoring targets and objectives.
- Team development through coaching and buddying.
- Providing constructive feedback.
- Putting personal development and improvement plans in place.
- Managing difficult behaviours.

All delegates will leave the training with a personalised action plan.

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