

TEAM LEADERS AND SUPERVISORS

"Leaders must be close enough to relate to others, but far enough ahead to motivate them."

- John C. Maxwell -



OVERVIEW

This course is designed to help supervisors and team leaders become more efficient and effective at their role.

During the course, participants will learn the difference between leading and managing, and how to do both of these effectively. They will learn how to establish team goals, roles and responsibilities and how to motivate, encourage and energise their team. Participants will also learn how to manage different personalities within their team, how to communicate clearly and assertively and delegate successfully.

The course also covers common challenges faced by supervisors and team leaders including managing conflict, holding difficult conversations and managing stress.

WHO IS THIS PROGRAM SUITABLE FOR?

This program is suitable for supervisors and team leaders.

TEAM LEADERS AND SUPERVISORS

COURSE CONTENT

SECTION	KEY LEARNING CONTENT
Introduction and overview	0.1 Welcome 0.2 Course overview 0.3 Your targets for this course
1. Your role as a leader	1.1 Your leadership role, responsibilities and values 1.2 Lead by example and respect team members 1.3 Identify areas for improvement in team work 1.4 Set clear expectations for your team members
2. People skills, communication and emotional intelligence	2.1 People skills for leaders 2.2 Clear and concise communication as a leader 2.3 Communicate as an assertive leader 2.4 Apply emotional intelligence as a leader
3. Prioritise and delegate work	3.1 Review and prioritise work 3.2 Plan delegation 3.3 Practical delegation 3.4 Follow up to delegation
4. Lead and motivate your team	4.1 Understand your leadership style 4.2 Motivate, engage and energise a team 4.3 Establish team goals, roles and responsibilities 4.4 Run effective team meetings
5. Coach and support team members	5.1 Manage different personalities in your team 5.2 Coach team members for improved performance
6. Manage performance	6.1 Manage performance as a leader 6.2 Give performance feedback
7. Meet challenges for team leaders	7.1 Meet challenges as a team leader 7.2 Keys to manage conflict 7.3 Lead difficult conversations
8. Move forward as a leader	8.1 Build resilience and manage stress as a leader 8.2 Develop a continuous improvement mindset 8.3 Course review 8.4 Develop your leadership confidence and capabilities further

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GROUP DELIVERY OPTIONS:

- 2 days face to face OR
- 8 x 90 sessions delivered via Zoom or other video platform
- An extended intensive 3 day version is also available.

INDIVIDUAL DELIVERY OPTIONS:

- 8 x 60 sessions delivered via Zoom
- 8 x 90 sessions delivered via Zoom
- 10 x 90 sessions delivered via Zoom

CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.

FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics.

ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

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