



Corporate Coach Group

Training that transforms



Training Plan
Team Leader Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Team Leader Course Summary

Team leaders often manage on “the front line” of service delivery. Therefore, their role is vital because your organisation stands or falls on the ability of the team leader to get the job done, on time, on budget and to the right standard.

This interactive and practical two-day training programme will give your team leaders all the essential leadership skills they need, including goal setting, effective communication, prioritisation, planning, conflict management, self-confidence and the ability to inspire positive emotions in others.

Learning Outcomes for the Team Leader Course

- Master all the essential team leader skills
- How to set and achieve valuable goals
- Inspire the team to give you their best efforts
- Communicate with more clarity and greater confidence
- Plan, prioritise and delegate more effectively and accelerate your progress
- Quickly handle difficult people and tricky conversations with the correct amount of assertiveness
- Develop more assurance, control and self-confidence based upon a solid foundation of knowledge

Customer Review

“ A good spread of practical and relevant subjects. Good use of practical application. It was all beneficial. The presentation was very engaging, entertaining and thought provoking. Great use of real world examples and stories to back up theory. Also willing to coach a little on personal issues relevant to the course.

*Wayne Robshaw
Mobysoft Limited*

Team Leader Training Course Overview

This course covers the major skills needed by all team leaders. Including:

Self-awareness: Before a leader can affect anyone, they must first be able to positively affect themselves. So, we begin the course with some “self-assessment”, where delegates discuss their strengths and where they think they need to improve.

Create and sustain a positive mental attitude: Team leaders must be able to inspire positive emotions in themselves and others. We show your team leaders how attitude affects results.

Performance management: Team leaders must know how to give constructive feedback to colleagues. Feedback is a key concept on this course, and your team leaders will return from the course as experts.

Prioritisation and planning: Team leaders must ensure that the right things are done at the right time. So, prioritisation and planning are key components of this course.

Effective Communication: Leaders must eliminate confusion and error caused by poor communication. We show delegates how to communicate with clarity.

Setting and achieving goals: The missions of your team leaders, is to achieve goals. Therefore, we emphasise the power of goal setting.

Customer Review

“ Tremendous course! Highly recommended at all levels in an organisation. Very good tools and techniques that are easy to apply at work and at home. Will change my outlook entirely! Chris is excellent. A very inspiring trainer, has made a real difference in my outlook in my career and given confidence to lead myself and others.

*Jane Cross
APD Communications*

Team Leader Training Course Details

Day 1 - Morning

What is the purpose of Team Leader training?

The purpose of this Team Leader training is to equip you with a set of techniques and communication skills, that will allow you to be more successful in your role as a team leader.

In order to be successful, you must master the following six team leader skills:

1. Clarity of purpose - goal focus
2. Clear communication and accurate language
3. Time management and delegating skills
4. Rational conflict management skills
5. How to inspire and motivate yourself (personal management)
6. How to inspire and motivate other people (leadership qualities)

Goal focus for Team Leaders

Success means the achievement of a goal. Therefore, a clear goal focus is the most important quality of the successful Team Leader.

How Team Leaders can communicate the goal

The goal must be clearly communicated to every member of the team, so that everyone understands what is required.

Any ambiguity, or misunderstandings, will cause confusion and error. Therefore, Team Leaders must master the skill of accurate language.

How Team Leaders should use SMART targets

Ask eight questions that relate to your goals and how you can achieve them.

SMART targets suggest the following eight questions:

1. What is the goal you need to achieve?
2. How do you specify that goal using numbers?
3. How do you specify that goal using words?
4. How would you measure progress?
5. What abilities do you need to improve?
6. What resources do you need to acquire?
7. What is the time limit?
8. Is that limit reasonable or over-optimistic?

Exercise: Develop your skills by practicing with a real-life example.

How Team Leaders can make the right impression

Every day, you leave impressions in the minds of other people.

How do you want to be perceived by the people in your team?

What impression do you want to leave?

What team leader and personal qualities do you want to be known for?

Exercise: Develop your skills by doing a practical example of "Impression management".

Clarity of Purpose is the starting point of all achievement.

How the Team Leader should use humour at work

A good sense of humour is important.

How can humour work add value to yourself and the rest of the team?

How have you seen the misuse of humour cause problems at work?

The correct and incorrect use of humour in the workplace.

Exercise: Develop your skills by practicing with real-life examples.

Clear and accurate communication for Team Leaders

Team leaders must know how to communicate their message with clarity and accuracy. There should be minimal chance of misunderstanding.

Team Leaders must not give any vague instructions. They must be able to define their message and always be able to explain precisely what they mean.

Exercises: Develop your skills by practicing a real-life example.

Team Leaders should give only affirmative instructions

Affirmative instructions mean talking about what you CAN do, i.e. the can-do portion of the job.

Negative instructions mean talking about what you CANNOT or WON'T do, i.e. the NO-CAN-DO portion of the job.

Team Leaders must talk about the can-do portion of the job.

Practice exercises in turning the conversation from the negative to the affirmative.

The use of embedded commands by Team Leaders

We influence each other by the way we speak. Sadly, some people emit too many negative vibes. For example, the phrase: "Don't worry" is a suggestion to worry.

Good Team Leaders are conscious of using only affirmative language.

Exercise: Develop your skills by practicing with examples.

Day 1 - Afternoon

Conflict Management Training for Team Leaders

Never attack a person's character as you will trigger a negative emotional response.

On this course delegates will learn how to verbalise conflict messages correctly by being more factual, objective and specific, without becoming emotional and opinionated.

You will learn the difference between objective and subjective language, and why, when in conflict, you should only use objective language. Tell them precisely what is wrong, in non-emotional, factual terms.

Use *reason* to resolve conflict, not avoidance nor high emotion.

Use logic to resolve conflict; not anger, upset or too much emotion

As a Team Leader, how you handle conflict is important. You need to know exactly how to:

- Use logic to resolve conflict; not anger, upset or too much emotion
- Resolve a conflict quickly; before it escalates into something more damaging
- When you should compromise, and when NOT to compromise

Team Leader conflict management skills

Never attack a person's character. If you attack their character, you will trigger a negative emotional response. You will learn how to verbalise conflict messages correctly.

Be more factual, objective and specific, try not to become emotional and opinionated.

Learn the difference between objective and subjective language. When in conflict, use only objective language.

Tell them precisely what is wrong, in non-emotional, factual terms.

Suggest a way out of the conflict situation. Suggest a corrective action.

Distinguish between reasons and excuses for not doing something: have a different policy for each.

Know when to give ground and compromise and when to NOT compromise.

Exercise: Develop your skills by practicing real-life conflict examples.

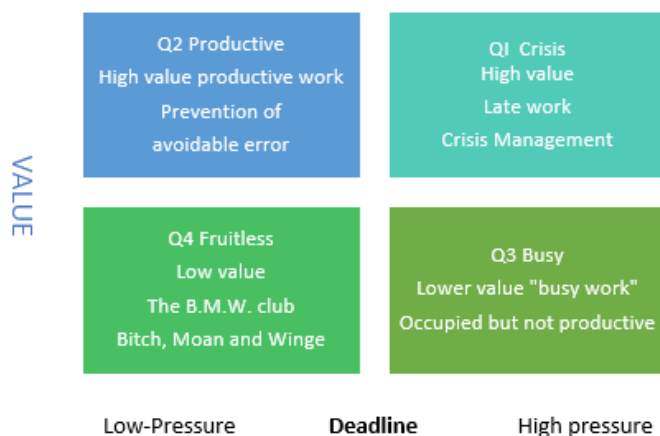
Day 2 - Morning

Team Leader time management skills

Time management is the art of making the maximum progress in the minimum time and effort.

Time management is about organising yourself and your team, so that they are always doing the right things, in the correct order.

Good time managers do not necessarily do the easiest things first. They do the most valuable things, in the most logical order.



Team Leaders use "Task deadline" and "Task value" as key indicators

Team Leaders do things in the right order:

- Q1 Crisis: High value, late work
- Q2 Productive: High value, preparation, prevention and planning
- Q3 Busy: Low-value busy-work
- Q4 Fruitless: Waste of time activity. Gossip

Distinguish between being "Busy" and being "Productive".

The Team Leader's most hated enemy is the "busy but non-productive day".

Have you ever had one?

How to manage Time Wasters

Team Leaders do battle with these three-time wasters: Self; Others; Systems (SOS).

1. Your own bad habits: How you mess-up your time management
2. Other people: How other people mess up your day
3. Poor systems: inefficient systems within your organisation

How to limit the damage done by SOS.

Time Tips for Team Leaders

Our time management questionnaire will discover exactly how you could improve your time management.

Team Leader Delegation Skills

Delegation is the art of entrusting a task to another.

Reasons to delegate.

How to delegate a task.

The common errors to avoid.

Prioritisation skills for Team Leaders

You can't do everything simultaneously, therefore you must prioritise.

Prioritisation is the science of putting things into the correct order.

Manage your priorities by means of a decision matrix.

The *power* of an idea lies in its *application*.

Decision matrices for Team Leaders

Decisions fall into the following six categories; each type has its own decision matrix.

- Prioritisation by value
- Prioritisation by logical sequence
- Yes or No binary decision
- Which one, or what kind?
- Problem - cause – solution
- Problem – implication – countermeasure

The advantages of using a structured approach to decision making.

How Team Leaders can manage interruptions

Manage interruptions by means of the 80-20 principle.

The 80-20 principle suggests that 80% of the value of their message is contained in only 20% of the content.

Your task is to discover the 20% of their message that contains all of the value.

Interrupt the interrupter.

Emails: How to best manage them

Emails can be a distraction. We will analyse how you can best manage them to minimise the problem.

Day 2 - Afternoon

Leadership Skills for Team Leaders

Emotional management.
Positive mental attitude.
Mindfulness.

The attitude of the team has a profound effect on the results the team is able to achieve. The Team Leader's role includes creating and sustaining a positive mental attitude, especially during tough times.

Every problem contains the seed of an equivalent, or a greater benefit.
Your task is to find it.

Positive mental attitude techniques

Improve your understanding of how you can affect the emotions of others and how to instil in them a more positive outlook.

Understanding the principles of Emotional intelligence (EQ).

Learn how to avoid accidentally demotivating staff.

Team Leaders must master the skills of conversation control

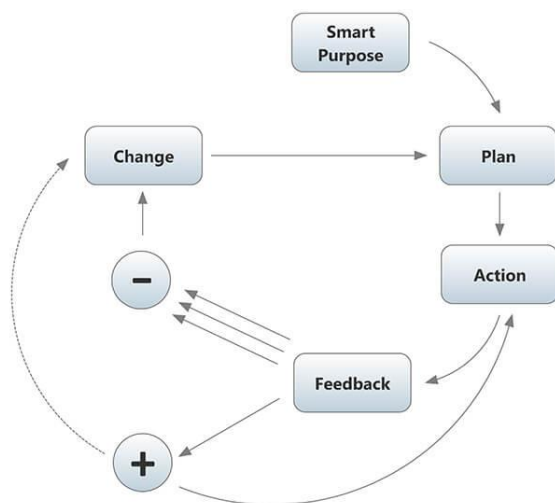
Everything you say to your team influences how they feel. And everything they say to each other influences how they feel. Often, work conversations result in negative emotions, which then act to hamper progress.

"Conversation control" is about listening to the emotional component of work conversations and, whenever necessary, *changing their content* so that the emotions are, for the most part, positive.

Team Leaders learn to apply the success formula

All successful action can be described by a simple five-part formula.

1. ~~Establish a purpose~~ plan in writing
2. Take consistent action
3. Gather and evaluate the feedback, both positive and negative
4. Make progress by continually adapting and evolving the plan



Why Team Leaders should give properly worded feedback

The valuable role of constructive feedback.

How to ensure your negative feedback is seen as a constructive communication.

Team Leaders - Final Summary

How will this Team Leader management training course help you to get the best from yourself and others?

Personal action plan for Team Leaders.

Customer Review

“ Very good, targeted at right level. Interesting and applicable to working here. Well-structured through both days. Good blend of humour, interaction and review. Material good quality and useful for reference. Chris was very professional, knew the subject matter and made the course very enjoyable. Thanks 99/100 :)

*Ian Hayward
The Heart of England Forest*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£1,950 + VAT per training day
(International Price Varies)

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- Two full days of quality training, delivered by an experienced trainer
- Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full-colour course handbook, with written action plan (electronic or paper copy available)
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Reviews

“ I really enjoyed this course. The trainer was fantastic, very positive energy and extremely engaging and knowledgeable. The printed training book had good visuals and wording; it was easy to understand. The course covered all the relevant topics, nothing was unnecessary. I learned a lot over the two days and have already been able to put some of those skills into practice. I did come away feeling more confident.

*Joanne Cook
Q-Lab Europe LTD*

“ I found the course to be extremely detailed and we were able to cover a lot in a very short space of time without being overwhelmed due to the well-structured course. I enjoyed the role plays and learning about all of the different models - very informative! Well-structured, easy to follow and very interesting! Lots of different techniques for learning which kept it stimulating. 100/100

*Nicole Peters
The Heart of England Forest*

“ Very informative and constructive, carefully planned out presentations. Well timed breaks and a very clear message and objective for each subject. I especially found the time management and planning very beneficial, as well as the SMART and wrong box/right box techniques. This course has not only benefited me as a manager, but also helped me improve as a person. Alison was a very knowledgeable and informative presenter, clearly understanding each member need to be there. An absolute credit to her profession.

*Alex Head
The Monro Group - Openmouth Ltd*

“ I found the course very informative. It helped me recap on management degree. Highly recommend course. The trainer was very knowledgeable on the subject area. Great pace of training and gave opportunities to raise or discuss areas we wanted too. Strong, knowledgeable trainer.

*Kim McCready
Taurus Healthcare*