



Corporate  
Coach Group

# Team Leader

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Two Day Training Course Proposal



Get in touch

[CorporateCoachGroup.com](https://www.corporatecoachgroup.com)

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## Introduction - The Need for Training

Team Leader training is no longer a luxury—it is a survival necessity.

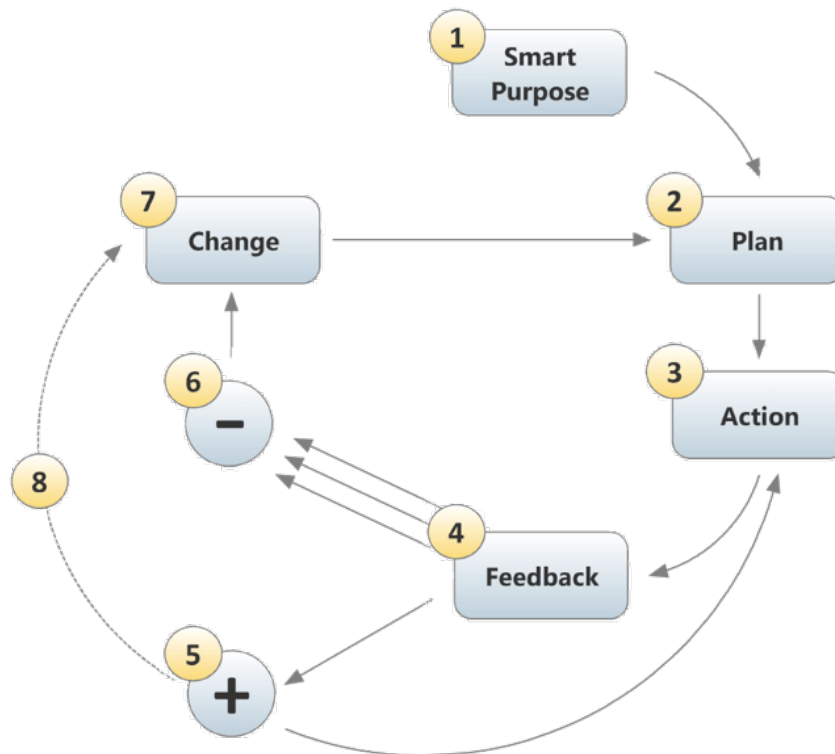
We are living in a hostile and ever-changing economic environment. To survive and progress, organisations must maximise efficiency and productivity, which is best achieved by ensuring that team leaders and managers are well trained.

Currently, some team leaders are not as effective as they could be because they are not sufficiently well trained. As a result, they make mistakes, leading to hidden costs your organisation can no longer afford to carry.

Our team leader training is the most cost-effective way to improve productivity because teams perform only as well as their leaders and managers. If we improve the performance of leaders and managers through training, the performance of the whole team improves.

This course is designed to improve organisational efficiency and productivity while cutting the costs of poor communication, mishandling conflicts, and weak prioritisation and delegation skills.

In a challenging economic environment, team leader training is essential for survival.





## 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.

## 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

## Training Price / Investment

We offer this training in three flexible formats:

- 1. In-House Training:** We can deliver the course at your workplace, making it convenient for you and your team.
- 2. Live Online Training:** Using our advanced green screen technology, we provide highly interactive virtual sessions.
- 3. Open Courses:** Your team can join one of our scheduled open courses.

**1. In-House Training:** £2,250 +VAT per training day.  
(To get the best from this training we recommend a maximum of 16 delegates).  
Plus, travel and hotel accommodation for trainer, (Premier Inn type).

**2. Live Online Training:** £1,800 +VAT per training day.  
(To get the best from this training we recommend a maximum of 16 delegates).

**3. Open Courses:** £950 +VAT per delegate for the two-day course.

### All our training includes:

- Quality training delivered by an *experienced* trainer.
- Full course training workbooks.
- 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.

If you have any questions or would like to book, please contact us:

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**If you want a full detailed description of the course content, please read on.**



## AM Day One

### 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.



## PM Day 1

### 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.



## AM Day 2

### 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.



## PM Day 2

### 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 instill 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. Clear goal – Purpose
2. Formulate your best plan in writing
3. Take consistent action
4. Gather and evaluate the feedback, both positive and negative
5. 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.

Final questions and answers. Close



## Customer Reviews (face to face)

The course content was brilliant. The information was presented clearly, making it easy to follow and understand. The content is directly applicable to real scenarios I find myself in every day.

The instructor, Chris demonstrated good knowledge and expertise in their fields, enriching the learning experience. As mentioned, Chris demonstrated good knowledge and expertise.

Chris was engaging throughout.

*Owen Scully – Expert Property Group*

I really enjoyed the course, so many different modules covered that I will find useful in my professional life. Great content, the modules on communication and conflict in particular were insightful and structured. Chris, the trainer, was approachable, clear and concise. I would highly recommend him as a trainer. He was committed to making sure we received the full training. Easy to understand and knowledgeable.

*Kaya Mesnard – Wemoto Ltd*

Great content. Really interesting and I found all of it beneficial for use in both the workplace and the outside world. Most useful to be given tools to use for all of the theories to put into practice. Trainer (Chris) engaged with his own material, demonstrated his own use of the knowledge he was imparting, great speed (not too quick), kept interest throughout and made it easy to take on board. Excellent trainer.

*Donna Quelch – RES Group*

The professional development and productivity sections of the course were equally insightful. The simple plans and processes are easy to understand and presented very well. I look forward to putting these into practice within my role. Both Chris and Marco delivered the course material seamlessly. They obviously have a passion for training and the knowledge and experience they both share was well received and extremely beneficial. The use of the white board was a great addition. Too many training providers rely on their slide content only to drive the course forward, which can, in my experience allow the mind to wander. The presentation remained engaging throughout.

*James Topping – Apax Partners*

The course was extremely helpful, I really enjoyed the whole content. I found particularly helpful and will implement in my day to day work: Conflict management – rational objective language; 8 Part SMART questions; Time management matrix. Chris' presentation was very informative, polite and friendly; very knowledgeable. Chris did not lose momentum or seem to lag or become tired during the two days.

*Misbah Nareen – Carbogen Amcis Ltd*



## Customer Reviews (live online)

The course content was outstanding. Each topic was presented in a logical sequence, building effectively on the previous one. I encountered some impressive models that were entirely new to me, as well as some familiar ones that were presented with fresh perspectives, prompting deeper reflection.

The presentation was excellent, with everything clearly visible and easy to grasp. The presenter's skills were exceptional—important information was effectively reiterated, connections were made seamlessly, and the use of hand gestures and clear speech enhanced the delivery. This is the best course I have attended.

I had never seen a green screen used in a training course before, and it was truly impressive. It immediately caught my attention as a unique approach. Watching the board being written on in real-time was nothing short of genius.

*Jay Wyke – Tradebyte*

Fantastic course content. Learnt an awful lot I had not previously considered. In particular the 'WhatsNext' for prioritisation, such a simple process to prioritise tasks. Both Marco and Chris were fantastic. I was dubious about joining a virtual training course; however, it exceeded my expectations! Both were informative, friendly and could tell both were passionate about the training they provided. I really liked how the technology used to deliver the course was used. I was unsure how this course would work virtually but really enjoyed it and I learnt a lot due to the layout and presentations on Teams.

*Christopher Barrett – Market Dojo*

The Course was really good with lots of lessons and techniques which will help me with my development. The way the techniques were taught meant it was easy to understand and pick up. The notes provided are good for future reference. I have already had to use several of the techniques we learnt which I would not have known how to handle certain situations before I attended the course. Chris was polite, very approachable and informative, he engaged with us and included us as more of an open discussion type of training, which is how I personally learn best.

I couldn't have asked for more from the training, I got out of it exactly what I needed.

*Victoria Elkin – County Broadband*

This leadership and management course was phenomenal. To understand the basics of "Be clear, Be rational, Be positive" to understand not the 'But why' in the past 'But why' in the future. Delegate tasks and the emotion is a big factor. Not only does Chris (trainer) have an amazing voice, but he was fantastic. Opened my eyes in understanding the insight to management and went through points in detail with enthusiasm.

*Djavan Silva – Hotcam TV*

For additional feedback, video testimonials and list of companies that have benefited from our training programmes please [follow this link](#)