

TEAM LEADER

US 242821 / NQF Level 4 / 6 Credits

High performing teams are a result of effective leadership and management. Clear goal setting, delegation and an environment of trust which facilitates open and honest communication, are precursors to great performance. Team leaders that embrace accountability have a positive, “can do” approach to tasks, and breed teams that are solution focused and deliver great results.

WHO SHOULD ATTEND

- Anybody involved in managing teams and ensuring that organisational standards are met
- Managers, Junior managers and aspirant managers
- Team leaders that are involved in delegating and monitoring work
- Business owners

HOW YOU WILL BENEFIT

- Team and individual performance improves
- Organisation and delegation of work is clearly communicated
- The potential of the team is realised for the benefit of the business
- Delegates will develop confidence in applying proven techniques for managing their teams effectively
- Team leaders will be encouraged to develop positive working relationships with their subordinates and colleagues

WHAT WILL BE COVERED

- The role of the team leader including taking on the mantle of being a “leader”
- Authority, responsibility and accountability of the team leader
- The purpose of the team
- Defining the role and expected outputs of each team member in relation to the purpose
- Tuckman’s Team stage analysis
- Team leader and team member roles and responsibilities, including Belbin’s model of Team member roles
- Setting performance standards for individuals and teams
- Obtaining commitment from team members and empowering them to fulfil their roles
- Managing risks and dealing with challenges that could face the team
- Performance goals and targets – and managing to these
- Taking corrective action when objectives are not being met

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Two Day Course
8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtcc.co.za or (031) 267 1229 for bookings and further information

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Module 1 Explain the role of a team leader in an organisation	Module 2 Explain the purpose of the team
<ul style="list-style-type: none"> • Explain the role of a team leader in an organisation with reference to their job description • Explain the responsibilities of a team leader within the context of a work environment • Concepts of authority, responsibility and accountability with reference to the team leader's own position in an organisation • The organising of workers in teams in terms of recognised theory and practice 	<ul style="list-style-type: none"> • The concept of a team according to accepted theory and practice • Purpose of the team to the team members according to organisational requirements • The role and expected outputs of each member of the team in relation to the purpose

Module 3 Contract with the team members to obtain commitment to achieve organisational standards	Module 4 Implement, monitor and evaluate performance against team objectives and organisational standards
<ul style="list-style-type: none"> • Discuss tasks, performance plans, targets and standards and agree it according to organisational requirements • Agree time allocations for achieving individual and team objectives through a process of consultation 	<ul style="list-style-type: none"> • Implement agreed plans according to Standard Operating Procedures • Anticipate potential difficulties in achieving the plan through reflection and feedback • Monitor team outputs against agreed targets and time allocations • Identify variances to required outputs and take corrective action where necessary

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