

# Leading and Managing Teams (full day) Course Outline



This course is designed to enable leaders to reflect on the importance of teams to operations, leadership and management, and identify and implement strategies to increase the effectiveness and impact of individual teams, and team-working across the business in delivering the organisations vision.

## Content modules:

- What is a team and the rationale for teams (a case study review of different teams)
- The role of the team leader and key team leader activities
- Auditing and improving the effectiveness of you as a team leader and that of your team
- The importance of communication and the different types and strategies
- Different management styles and their impact
- Coaching a brief overview
- How coaching can help you as a manager with key challenges facing you now and how to create a coaching environment for your team
- How to handle workplace conversations that lead to improvements in employee motivation, productivity and retention
- Team building and its importance
- Identifying, managing and resolving team issues

- The role of performance management and appraisal

## Learning outcomes:

- A well rounded knowledge of all the facets which assist in driving, motivating and managing teams and the issues which may arise

## Learning styles:

- Lecture/seminar
- Large group participation
- Case studies
- Small group break-outs
- Role plays
- Personal reflection in focussed discussion forums and buddy group forums

*"The course was informal and relaxed with a clear focus on the participant."*

*"What I enjoyed most about the session was how the presenter involved those present with activities and group discussion."*

*"[The presenter] was very knowledgeable and a good speaker."*

*"[The presentation] was suitably paced, informative and relevant. It covered a wide area including managing teams and the concepts of leading."*