



Leading Teams in High Performance

Description

No matter how knowledgeable and competent its individual members may be, an ineffective and/or inefficient team will undermine organisational goals, lower morale and waste effort and resources. This course focuses on the critical roles of team leaders and middle managers in harnessing their teams' potential, and introduces techniques for leading the team to peak performance. During this course, course participants will be introduced to the role of the leader in team performance, measuring and managing performance, creating a shared team vision, harnessing the dynamics of the team and optimising team flexibility and commitment.

Syllabus

Day 1 – Teams and their Leaders

- Leaders and Teams
- Leadership styles and self-awareness
- Emotional intelligence

Day 2 – Vision, Direction and Alignment

- Creating a shared vision
- Meaningful objectives and indicators
- Divergent approaches to problem-solving
- Successful communication

Day 3 – Team Dynamics

- Team development
- High-performance teams
- Team roles
- Delegation and empowerment

Day 4 – Developing the Team

- Building a coherent team
- Self-managing teams
- Coaching and mentoring
- Feedback and appraisal
- Team strengths

Day 5 – Performance and Conflict Management

- Defining performance
- Measuring team and individual performance
- Performance and the customer
- Performance management
- Conflict and team development

Learning Outcomes

On completion of this course, participants will feel more knowledgeable and confident in the following:

- Leadership within teams
- Different leadership styles
- Identifying and engaging talent within your team
- Developing a shared vision and clear team objectives
- Motivating the team to achieve desired performance levels
- Harnessing team synergy to meet challenges
- Using conflict situations properly and addressing issues of change

Participants and Requirements

Experienced team leaders who feel they would benefit from training, junior/middle managers new to their role and others preparing themselves for leadership.

Certificate

Attendance Certificate

Course Duration

1 day