

Team Leading

Description: Building a happy and focussed team is an essential management skill.

This course will enable participants to recognise and develop the skills needed to develop good teamwork.

Audience: The course is designed for people who are or will be leaders of groups of people.

It is also very suitable for entire teams as a part of the team building process.

Duration: 2 Days

Objectives: On completion of this course participants will be able to:

- ✧ Understand team dynamics
- ✧ Recognise the importance of good communications
- ✧ Understand how to set challenges
- ✧ Improve team communications
- ✧ Learn to monitor performance and give feedback



Team Leading

Content: It is a very practical course where the skills and techniques can be put into practice immediately

Teamwork

Differences between team member and team leader
How good teams perform versus weak teams
Compelling need for team to have clear direction / vision
Tuckman's stages of team development
Belbin's balance of team roles and skills
New teams - Self Managed & Self Directed

Communications

Open communications - how it works and what it means
Giving good and bad news and saying 'No'
Learning to read body language
The importance of listening skills and open questions for leaders
How to communicate with and manage internal and external customers

Managing Teams

Mutual agreement of team objectives
Delegating work to teams - not dumping
Coaching team members and empowering people
Giving teams feedback, feedforward and appraising
Praising to motivate teams

Team Leader Skills

How to solve problems and make decisions - openly and honestly
Attitude - 'working with what we've got' and avoiding blaming
Managing meetings
Managing Time
Handling conflict and working with awkward people
Managing and promoting change
Having fun, following processes and innovating



12 Lower Hatch Street
Dublin 2, Ireland
Tel: +353 1 639 0050
Fax: +353 1 639 1452
Email: info@trigraph.ie
Web: www.trigraph.ie