



## Mastering People Management & Team Leadership

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## Introduction

The move to team leader or line manager is a significant change for a supervisor or technical specialist. Balancing wider organisational and customer demands with the needs of the team calls for a wide range of skills, and the ability and confidence to know when to stand back from operational pressures and understand the bigger picture. Highlights include:

- Learning to stand back from everyday pressures
- Managing your time
- Influencing techniques
- Delegation and its power
- Team development
- Motivational skills

## Training Methodology

The seminar uses a range of approaches to learning, including experiential group activities, individual exercises, mini-case studies, role plays and syndicate discussions. Formal inputs are used to introduce underpinning theory. A key part of the learning process is sharing the differing experiences participants bring, as well as experimenting with novel - and sometimes challenging - techniques. A psychometric instrument will be used to generate a personality profile, which will contribute to your understanding of your preferences and personal style.

## Who Should Attend?

Team leaders, supervisors and professionals new to the role, or with experience but little previous training

## Course Objectives:

By the end of this course, delegates will learn about:

- Understanding your role as manager and leader
- Establishing clear objectives and standards of performance for your team
- Managing your workload using effective prioritisation and delegation techniques
- Maximising your influencing skills
- Building an effective team
- Developing and leveraging the capabilities of team members

## Course Outline:

### Day 1 - Understanding Your Role

- Leader or manager?
- Self-perception
- Beyond the job description: finding out what your organisation requires of you
- Balancing conflicting stakeholder demands
- Understanding the nature of change
- A model for implementing change

### Day 2 - Personal Effectiveness, Time Management and Delegation

- Understanding yourself and your organisational environment
- Outcome orientation
- Setting personal and team objectives
- Managing performance
- Finding and using time effectively

- A model for effective delegation

### Day 3 - Communication, Influence & Conflict Management

- Channels of communication
- Effective listening skills
- Emotions and rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively

### Day 4 - Team Building, People Management and Motivation

- How high-performing teams work
- Identifying team roles
- Teams in practice: teambuilding exercise
- Motivation and reward
- Building and sharing a vision for the team
- Different approaches to leadership

### Day 5 - Enhancing Team Performance through Coaching & Development

- How people learn
- Coaching for personal and team growth
- Feedback skills
- Development planning
- Next steps