



Course Overview:

This course is aimed at team leaders and soon to be team leaders. It helps team leaders and supervisors to understand their roles and provides them with the tools for being an effective team leader. It focuses upon setting clear outputs for subordinates and monitoring these in line with improving performance and productivity.

It explores the skills and behaviours needed for managing oneself and leading teams. The course focuses on the key challenges faced by every team leader and shows practically how to work through these. The course also offers team leader tools which will ensure they have the skills and the tools to set clear work outputs for their subordinates, and to be able to monitor these outputs effectively. This will improve team performance and cooperation and allow for sustainable organizational growth.

Course Outline:

1. The supervisory context and holistic development | how self-awareness is integral to being a good role-model to your team | Integrating challenges from the external environment with internal dynamics
2. Why organizations need managers and supervisors | Fundamentals of management | clarifying each member's role and cultivate skills needed | encourage team to review their performance according to quality standards
3. Shift from the older to the new model of management | moving from authoritarian models to empowering staff | Case study of a new manager practising old style methods | managing people who were your peers
4. Accountability and supervisory effectiveness | distinguishing between responsibility, authority and accountability
5. The basic supervisory management functions – planning, leading, organization & control | Planning: Forecasting, scheduling, budgeting and developing procedures | Leading : Decision-making, communicating, motivating and developing people | Organizing : Developing structures, delegating responsibility, building relationships | Controlling :Setting standards, measuring performance, correcting and praising
6. Build effective relationships and teams in the workplace | Understand self & diverse people within the SA context | Understanding my personality and how this impacts upon relationships with others | Simulation game which enables participants to reflect upon their style in teams
7. Achieving results through planning and prioritizing | Understanding planning in a dynamic context | Setting realistic targets and schedules | Allocating resources responsibly
8. The team leader as a facilitator | Observing group dynamics and identifying needs | Facilitating meetings inclusively | being open to receiving feedback for effective facilitation
9. Conflict resolution | Understanding my instinctive approach to conflict and how this impacts others | striving for win-win solutions through problem solving | Conflict scenario simulations

10. Delegation, feedback and listening skills | Overcoming barriers to delegation through stewardship | Giving and receiving feedback
11. Supervision, monitoring and control | Establish performance standards | Measure performance, checking deviations | Corrective actions or change standard
12. Monitoring time, finances and quality | How my attitude to time impacts upon deadlines and solutions to problems | Using a variance analysis to check budgets | Exploring quality planning, assurance and control
13. Discipline in the workplace | DVD presentation of how not to conduct a disciplinary meeting | Conducting a disciplinary counselling session
14. Developing Myself | developing a vision for your life | developing a personal action plan Course

Outcomes

1. Understanding the team leader context and the need for holistic development
2. Analysing the shift from the older to the new model of management
3. Stress the importance of accountability for supervisory effectiveness
4. Understand the basic management functions – planning, leading, organization and control
5. Be confident to manage people who were your former peers
6. Building effective team relationships in the workplace – understanding personality and diversity
7. Being confident to analyse problems and achieve results through planning, prioritizing and monitoring
8. Appreciate and apply facilitation skills to overcome communication barriers and improve participation
9. Understand and apply key conflict resolution and counselling skills promptly
10. Be able to apply effective delegation, feedback and listening skills appropriately with diverse staff
11. Be confident to monitor performance and exercise control through corrective strategies
12. Managing time, finances and quality through efficient communication
13. Taking ownership of my own ongoing growth and development as a supervisor