



Advanced Team Leader Workshop *'Strategic Development'*



"creating business excellence"

Register NOW for one of the **LIMITED SPACES** on this course to develop your strategic skills.

Who should attend?

- ➔ Existing Team Leaders
- ➔ Assistant Managers
- ➔ Senior Team Leaders
- ➔ Team Leaders looking for next stage of their development

Registration is Easy:

Email: sales@rapid-results.com with:

- Name
- Company
- Email
- Postal Address
- Phone Number

Rapid Results Limited

PO Box 302-263 North Harbour
Auckland 1330
TEL: 09 447 1994 FAX: 09 447 1995
www.rapidresults.co.nz

Course Overview:

- ➔ Business Planning
- ➔ Understanding Strategy
- ➔ Building a Business Case
- ➔ Project Management
- ➔ Making Presentations
- ➔ How to Network
- ➔ Maximise your Team's Potential
- ➔ Effective Decision Making

**2 Day Classroom including
experiential activity & 1 hour
Individual Coaching Session on site**

2008 Course Information:

Course 1: 3rd and 4th March

Mercure Hotel, Auckland

Cost: \$1,395 + GST per person

Includes:

- 2 day workshop
- One hour individual coaching session
- All Meals
- Certificate and Workbook



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Course Detail

Business Planning

- What is a strategy
- How are objectives defined
- Linking my team and the contact centre into the overall business strategy
- How to communicate with the team and the business
- Work together as a management team

Business Cases & ROI

- Business case preparation
- What's important to include
- How to get sign off
- Measuring a return on investment for business cases

Project Management

- Developing a plan of action
- Analyse finances and risks
- Document goals and achievements
- Managing communication channels
- Building and maintaining key stakeholder relationships

Networking (In & Out of the business)

- Who to network with
- Why is it important
- Networking techniques
- How to sell the your department to the rest of the business

Making Presentations

- Understanding the who, what, why & how areas of presentations
- Linking outcomes desired to the presentation
- Understanding your audience
- Tips on successful presentations

Maximising your Team's Potential

- Understanding KPIs
- Implementing and dealing with change
- Creating value and mission statements that matter
- The importance of recognition
- Effective decision making

PLUS

2 ½ hour Interactive Great Race Activity to apply skills on 2nd day of workshop

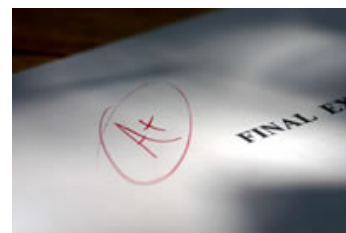
Advanced Team Leader Workshop



"Leadership is not magnetic personality - that can just as well be a glib tongue. It is not "making friends and influencing people" - that is flattery. Leadership is lifting a person's vision to higher sights, the raising of a person's performance to a higher standard, the building of a personality beyond its normal limitations."

— Peter F. Drucker

All participants receive a framed
Certificate of Training



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