

Team Leader 2-Day Workshop 'Coach & Lead'



"creating business excellence"

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

Who should attend:

- ➔ Developing Team Leaders
- ➔ New Team Leaders
- ➔ Supervisors
- ➔ Senior Agents / 2ic's

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:

- ➔ The Team Leader Role
- ➔ Motivating your team
- ➔ Managing your Time
- ➔ How to Coach
- ➔ How to give Feedback
- ➔ Managing Conflict
- ➔ Performance Management
- ➔ Building High Performing Teams
- ➔ Effective Leadership
- ➔ Management Styles
- ➔ Assertiveness

Course Information:

Price: \$1,195+GST

Times: 8.30am – 5.00pm

Includes:

All Meals

Certificate and Workbook



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Course Detail

Understanding leadership concepts

- Leadership and management
- Leadership styles
- Key leadership functions

Setting Direction within a team

- Developing a team vision

Motivation

- Creating a successful team environment
- Building relationships
- Team stages and leader strategy
- Behavioural changes
- Understanding Personalities

Communication

- Overcome the barriers of communication
- Effective questioning and listening techniques
- Building and sustaining motivation
- Building participation
- Problem solving and decision making
- Assertiveness

Managing Conflict

- Why conflict needs to be managed
- Managing conflict
- Dealing with resistance

Managing your time

- Diagnosing time problems
- Meetings
- Delegation
- Suggestion process

Leading your team

- Key Attributes of Successful Leaders
- What Motivates You and Your Team
- Your Leadership Style
- Team Stages
- Performance Management

Feedback and Coaching

- Defining feedback
- Keeping feedback positive
- Guidelines to follow
- Your role as a coach
- Coaching on the job
- Coaching Tips

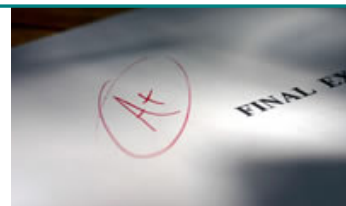
Team Leader 2-Day Workshop



"Good leaders make people feel that they're at the very heart of things, not at the periphery. Everyone feels that he or she makes a difference to the success of the organization. When that happens people feel centred and that gives their work meaning."

-- [Warren G. Bennis \(b. 1925\)](#)

All participants receive a
Certificate of Training



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