

New Manager / Team Leader Skills Builder Workshop – 1 Day**Course Overview**

Being promoted to manager is what you've been aiming for but the prospect of being in charge can be a daunting, especially if you've been promoted from within the team.

Mastering key skills now will ensure that you are equipped for your new role and can achieve success personally and for your team.

Being clear about the goals and expectations for your team and defining success both individually and as a team are key. Building a team that likes, trusts and respects you and want to see you succeed will result in the success of the whole team.

This fun, sometimes challenging and interactive course will give you the opportunity to explore the role of the supervisor, gain the knowledge you will need to get started and leave armed with the skills and confidence to use it.

Prerequisites

There are no prerequisites to attend this course.

Exercises

This course is instructor led, involving the utilisation of examples and exercises in a workshop environment.

Topics**Communicating effectively**

- Ensuring clear communication between yourself and the team, including:
 - Communicating effectively to the team as a group and individually
 - Listening skills
 - The importance of consistency in your behaviour and your message

Preparing yourself

- Understanding the relationship between supervision and leadership, identifying the scope of your responsibilities and addressing concerns about the transition from your current role to that of supervisor, including:
 - Supervision, leadership and management – roles, responsibilities and differences
 - Dealing with the change from team member to supervisor
 - Organising yourself, your time and priorities

Setting and managing goals and targets

- Understanding what success looks like for your team and helping them achieve it including:
 - Expectations of you
 - Expectations of your team
 - Defining and measuring success
 - Setting objectives, goals and measurements
 - Taking responsibility and being proactive

Supervising, managing and motivating your team

- Understanding what motivates you and your individual team members to achieve your goals, including:
 - Identifying your team's strengths and minimising the impact of any weaknesses
 - Understanding different individual styles and how to manage and motivate them
 - Building each member of your team's skills and capabilities
 - Ensuring the team are organised and effective in achieving goals and meeting targets
 - Giving feedback (positive and negative)
 - Dealing with difficult and underperforming members of your team appropriately