

Essential Supervisory and Leadership Skills

Course Introduction

This course provides essential Team Leadership skills to those who are playing the role of a Team Leader or Supervisor – or in line to be one. Leadership is often difficult for team members who have just stepped into the role, so **this event aims to develop and improve Leadership skills in order to enhance effectiveness within the individual, the team and the organization.**

The course includes:

- **How to build a cohesive, results oriented team** from a group of diverse individuals.
- **Motivational techniques that inspire team members** to want to perform at their peak.
- **How to grant the team more decision – making and problem – solving authority** as it matures.
- **How to gain team member commitment to policy and procedural change** that are critical to the success of the operation.

Course Objectives

After attending the training, participants will be able to

- Understand the key skills required to be a successful Team Leader / Supervisor
- Understand how these skills interact in day – to – day circumstances
- Consider relevant management theories and practical management techniques
- Put new skills into practice in the working environment – to the benefit of the participant, the team and the organization



Who should attend?

Telecommunications Operators, Vendors and Telecom Service Providers. The course is oriented at the whole spectrum of staff that is new to Management. Network roll – out members performing separate parts of the whole project cycle. Executives from Engineering, Customer Care, Sales, Distribution, Warehousing, Finance, Human Resources and other related departments.

Course Duration

2 days which are an interesting mix of Slide Presentations, Interactive Sessions, Quizzes, Embedded Multi-Media Sessions, Case Scenarios and Practical Workshops.

COURSE OUTLINE

MODULE ONE: Characteristics of Successful Team Leader

Module 1 identifies and analyses the 10 Core Skills that a Successful Team Leader must call upon and demonstrate in the working environment. Key theories are discussed and practical tips proposed.

- What is 'Leadership'?
- Autocratic V Democratic Leadership Styles
- 10 Core Skills of Successful Team Leader
- Analysis of 10 Core Skills
- Some Theories
- What Leadership is NOT
- Top Practical Tips
- Team Builder - Definition

MODULE TWO: Understanding and Building Teams

Module 2 concentrates on what components characterize a great team – and then analyses these components in turn – in both a theoretical and practical manner.

- Effective v Efficient
- Top Teams of our Time
- 7 Key Characteristics of Great Teams
- The Concept of the (9,9) Manager
- Top Practical Tips

MODULE THREE: Successful Delegation

Module 3 concentrates on the topic of 'Successful Delegation' including advantages and pit – falls before moving on to explore in some detail the concept of the (9,9) Manager

- What is 'Delegation'?
- 5 Steps to Successful Delegation
- The 7 levels of Authority
- Delegation and SMART goals
- Delegation – Case Study
- The (9,9) Manager

MODULE FOUR: Collaboration

Module 3 concentrates on Collaboration in the workplace including advantages and disadvantages. A number of 'tried and tested' online Collaboration tools are proposed.

- What is 'Collaboration'?
- Advantages and Dis – Advantages of Collaboration in the Work Place
- Examples of Collaboration Tools
- Cloud Services (Computing)

PRACTICAL WORKSHOPS

- Workshop 1 – Delegation
- Workshop 2 – Managing a de – Motivated Employee (Role Play)
- Workshop 3 – Developing a Project Management Mindset
- Workshop 4 – Personal Development Plan (9,9) Manager

