

## Team Leader Development

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Suitable for the newly promoted Team Leader, shop floor or office based, and those who have never had the benefit of any formal training in this role.

### Objectives:

This workshop provides a valuable insight into the knowledge and skills required by the Team Leader who is responsible for providing direction and support as well as working alongside the team. Content can be tailored to suit specific objectives and course length is dependent on the depth of content to be covered

### Content:

- Understanding the role
- Skills and qualities required
- Performance standards and SMART objectives
- Empowerment and accountability
- The value of feedback
- Interviewing and conversational skills
- Body language awareness
- Managing Difficult Situations
- Dealing with poor performance
- Planning your own and the teams work
- Delegation skills

## Course Category

### Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

### Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

### Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

### Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

### Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

### Bite Size Training Tasters