



# Team Leader



## 2 Day Workshop | Coach & Lead

*The Training You Need: The Results You Want*

### 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

### Course Information:

#### Who should attend?

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

#### 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

**DATE:** February 22<sup>nd</sup> – February 23<sup>rd</sup> 2017

**VENUE:** Waipuna Hotel & Conference Centre  
58 Waipuna Road  
Mt Wellington  
Auckland

**COST:** \$1295+ GST

*All meals and workbooks are included*

**All participants receive a Certificate of Training**

**Call for more Information: 09 447 1994**

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*This course is registered under the NZTE Capability Voucher Scheme and you may be eligible for funding of up to 50% of the cost up to a maximum of \$5,000. Please contact us for details, or visit this link to register your company;*  
<https://app.regionalbusinesspartner.co.nz/Business/SelfRegister>



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