



**Team Leader Development**

2 Day Workshop

The Training You Need, The Results You Want

Course Detail

**Course Information:**

**Why attend?**

* Increase team leader knowledge and skills
* Get the best out of your team
* Relate the content to various situations and personal needs of attendees
* Network opportunity for people from different industries to learn from each other

**Bonus Offer**

Receive a *10% discount* to complete the **New Zealand Certificate in Business – Introduction to Team Leadership**

# 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

**DATE: May 24th & 25th**

**VENUE: Rose Park Hotel**

**92-102 Gladstone Rd**

**Parnell**

**COST: $1295 + GST**

***All meals and a manual included***

# Feedback and Coaching

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

*“Engaging trainer, felt safe to contribute and speak up, and all people & thoughts were respected”*

*“Absolutely loved the content and genuinely feel like I can apply these changes at work.”*

*“Amazing stories made it more than just reading a book”*



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