



Future Leaders programme

Overview

For those who may be required to, or wish to manage teams as part of their career development and for those who are required periodically to deputise in a team leader role.

Aim

To provide guidance on how to deal with commonly occurring issues for new team leaders, including how to conduct yourself as a team leader and to provide a foundation in the core areas which delegates need to develop in order to become competent and confident team leaders.

Content

By the end of the course, delegates will:

- Understand the scope of the team leader role and the responsibilities and challenges which this brings including the changes in behaviours which may be required.
- Recognise the importance of consistency when managing people and to deal with issues promptly when they arise
- Recognise the scope of their role and when to refer and seek advice
- Be able to highlight the reasons for and importance of record keeping – knowing what and when to record information.
- Understanding the fundamentals of duty of care as a team leader
- Be able to communicate in an appropriate manner and to liaise with other staff members, managers and team colleagues.
- Know what to record, when and how and when to instigate formal procedures
- Be able to highlight their own development needs to become an effective team leader.



Duration : 1 Day

“I feel I now know where to start to help my staff work as a team – I have loads of ideas now and can’t wait to get back to try them”

**Melanie Abbott
Team Leader
Telecommunications**

Course fees : per delegate

1 Day Workshop £175.00



For further information or to reserve a place on this course contact us :

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