



Introduction to Leadership

Why Attend?

All Team Leaders can improve their knowledge and & skills in leadership on this one day introductory workshop. This practical event will result in Team Leaders who are energised to improve the services delivered to clients by their teams; who have learned new tools and techniques to drive staff performance; and have resolved some specific issues that constrain their personal effectiveness as leaders.

How Will Your Organisation Benefit?

Team Leaders are right at the heart of your business. They manage the day-to-day work of your staff, deliver the high quality & good value that your clients expect and contribute to future growth. Effective leaders increase staff productivity, solve performance problems, improve relationships with your clients and help our business to thrive.

Where Can It Be Delivered?

Open courses are delivered at our network of approved training venues. If your organisation has suitable training facilities the workshop can be delivered either on your site or at one of our venues by arrangement. In addition, where bespoke versions of the workshop are delivered, your organisation's policies and current issues will be used in the training scenarios.

What Is Covered In The Course?

This participative workshop includes:

- What makes an effective Team Leader?
- Motivating & Developing Staff
- Allocating, Delegating & Monitoring Work
- Handling Poor Performance
- Giving Feedback to staff
- Managing change
- Manager or Leader?