



SMART
CUSTOM TECHNOLOGY
automating the mundane

Team Leadership

Training Workshop

Prerequisites: a basic understanding and/or experience in a supervisory role. 1 day workshop.



Team Leadership

In this hands-on team leadership workshop we focus on:

- The functioning of organisations
- The role and position of first-line management
- Employee Engagement and your leadership role
- Credibility – an introduction to EQ, Self Awareness, Self Confidence, Values, Strengths and Weaknesses
- Connection – your connection with the Company, your superiors, individuals who report to you and between employees
- Team Building
- Contribution – Motivation and Feedback
- Communication – levels of communication – internal, communication channels, interpersonal communication, barriers to effective communication, listening techniques
- Cost and Production Control
- Planning and Organising Work
- Resistance to Change
- Problem solving and decision making

COURSE OVERVIEW

An overview of leadership roles, Organisation Expectations and the practical application of principles learnt through case studies and role plays.

WHO SHOULD ATTEND

- Team leaders
- Supervisors

BENEFITS

Development of leadership abilities and skills.

Enhancement of Emotional Intelligence.

ASSESSMENT

Written assessment with a minimum pass rate of 70%.

Practical assessment through role plays.