IMSIMBI

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Imsimbi Training proudly presents

Team Leader – 3 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and the material covers unit standard 242811 at NQF Level 4 worth 5 credits.

SERVICES SETA

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COURSE OBJECTIVES

This course is aimed at team leaders. It helps team leaders to understand their roles and provides them with the tools for being an effective team leader. It focuses upon setting clear outputs for subordinates and monitoring these in line with improving performance and productivity. It explores the skills and behaviours needed for managing oneself and leading teams. The course focuses on the key challenges faced by every team leader and shows practically how to work through these.

The course also offers team leader tools which will ensure they have the skills and the tools to set clear work outputs for their subordinates, and to be able to monitor these outputs effectively. This will improve team performance and cooperation and allow for sustainable organizational growth.

This course is aimed at first line supervisors. This course is also suitable for delegates whose English literacy levels are below grade 12 level.

COURSE OUTCOMES

Upon completing this course, the participants should be able to:

- Understanding the team leader context and the need for holistic development
- Analysing the shift from the older to the new model of management
- Stress the importance of accountability for supervisory effectiveness
- Be confident in building an effective team – with good team dynamics
- Build collaborative team processes where trust and unity are paramount
- Be confident to manage people who were your former peers
- Building effective team relationships in the workplace – understanding personality and diversity
- Being confident to analyse problems and achieve results through planning, prioritizing and monitoring
- Appreciate and apply facilitation skills to overcome communication barriers and improve participation
- Understand and apply key conflict resolution and counselling skills promptly



- Be confident to monitor performance and exercise control through corrective strategies
- Managing time, finances and quality through efficient communication
- Taking ownership of my own ongoing growth and development as a supervisor

COURSE OUTLINE

Module 1: Why organisations need team leaders

- ✓ The shift from an old to new management model
- ✓ The basic management activities
- ✓ Management control

Module 2: Team development

- ✓ Team building
- ✓ Building trust and unity in team
- ✓ Stages of group development

Module 3: Leading in a dynamic and changing world

- ✓ Leadership and management styles
- ✓ Facilitating meetings
- ✓ Conflict management



Module 4: Delegation

- ✓ Feedback review
- ✓ Performance management
- ✓ Giving constructive negative feedback

Module 5: Supervision means monitoring performance

- ✓ Monitoring Elements
- ✓ Monitoring Time
- ✓ Monitoring Communication
- ✓ Monitoring finances
- ✓ Monitoring quality

Module 6: Motivating staff

- ✓ Motivating staff
- ✓ Planning and setting Unit Objectives and team tasks
- ✓ Implementing team objectives

