



SUPERVISORY SKILLS FOR TEAM LEADERS (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Identify responsibilities of a team leader in ensuring that organisational standards are met
Unit Standard ID:	242821
NQF Level:	4
Credit Value:	6

INTRODUCTION

The purpose of the **Supervisory Skills for Team Leaders** workshop is to strengthen your current supervisory skills. It explores the role of the team leader in ensuring that the team meets organisational or required standards. The course grows an understanding of responsible leadership and high performance leadership of teams. It is understood by most leaders that effective management is a prerequisite to being viewed as a great leader and because of the dynamics of the South African market, the focus on leadership has intensified from an interest to a need.

This two-day workshop increases your awareness of your current supervisory style and abilities. You will understand organisational requirements to apply management by objectives. The course then provides you with a tool-kit of ideas to increase your supervisory skills back in the workplace. This **Supervisory Skills** workshop is designed to help all supervisors/team leaders develop the essential skills to influence and motivate their staff to achieve exceptional performance.

REFERENCES

“The course has given a renewed interest in improving my leadership skills and creating a positive work environment.” ~ Anelie van der Merwe (Unison Communications)

“The course was informative and relevant to my work” ~ Charity Matlou (Department of Justice)

“The facilitator was the best, very patient” ~ Pricilla Motaung (Department of Justice)

“This course has added great value to me personally. I’m confident that I will be a great leader to my team” ~ Sibongile Tshabalala (Interwaste)

“Very educational. Time well spent. Thank you!” ~ Wedaad Samsodien (DG Stores)

WHAT THIS COURSE CAN DO FOR YOU...

- understand the role of a team leader
- understand the purpose and power of the team
- obtain commitment of the team by contracting
- monitor the achievement of team objectives.
- apply performance management tasks
- enhance interpersonal skills within the context of a management framework
- highlight tasks required of supervisors
- assist supervisors and team leaders in ensuring that their teams meet the organisation's standards
- expose delegates to practical situations that occur in the workplace

TARGET AUDIENCE

This workshop is aimed at all those who have junior management or supervisory/team leader responsibilities or those who have recently been promoted to a supervisory or team leader management position.

COURSE CONTENT

The Concept of Teams

- The TORI Model Explored - trust, openness, realization and interdependence
- Lessons from lions
- Identifying types of teams
- Advantages and disadvantages of teams
- The purpose of the roles of team members
- Negotiating Tasks

Team Leaders Role and Responsibility

- The team leader's role and commitment to team members
- Essential prerequisites of team leaders: enthusiasm, energy, inspiration and expertise
- Responsible leadership
- Accountable leadership
- Principles of accountability
- High performance leadership and culture

Managing Teams

- Organisational performance requirements
- Planning – clarify the what, why, how, who and when
- Conducting a GAP analysis
- Time allocation: project scheduling
- Performance assessment implemented
- Achieving optimal team performance - potential difficulties identified
- Performance monitoring – individual and team

Action Planning

- SWOT – understanding strengths, weaknesses, obstacles, opportunities and threats
- Planning tools uncovered
- Making your team improvement plan
- Intention vs actions
- Action planning - a chart to assist

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

Rose Gray
Business and Executive Coach (WITS Business School)
Tel: +27 11 704 0720
Email: rose@kwelangatraining.co.za